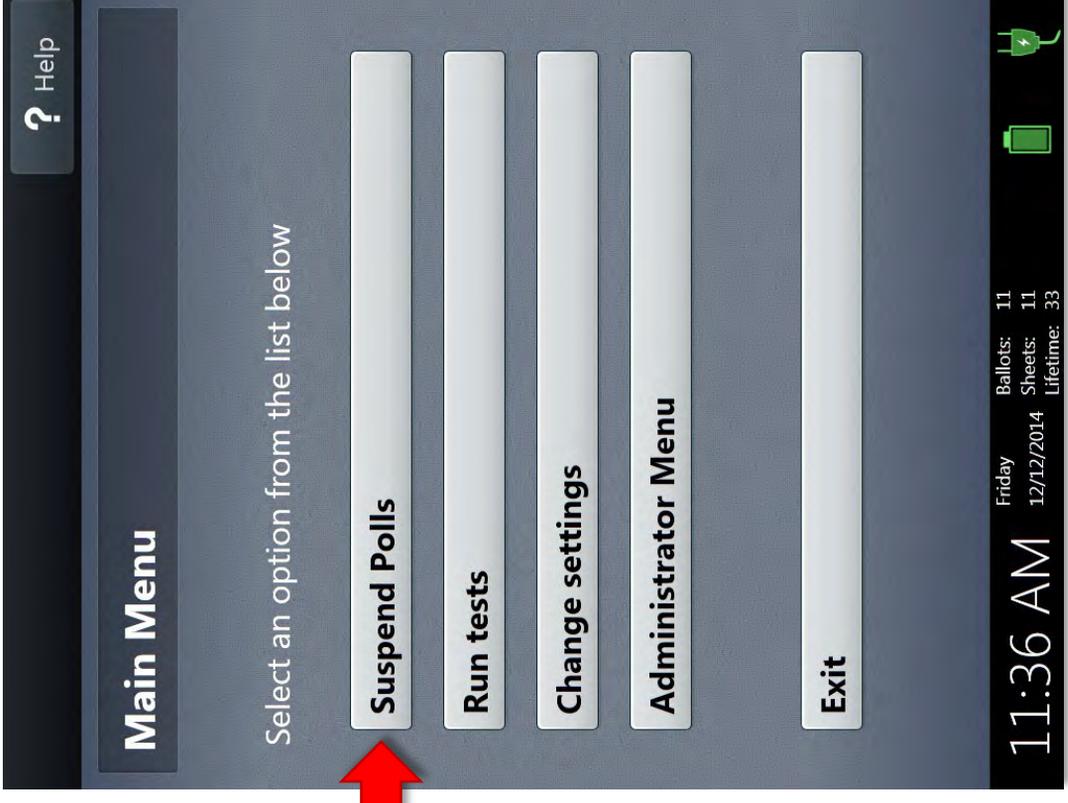


# **Section 1, Module 6:** **suspending polls on Verity Scan**



## suspending polls on Verity Scan

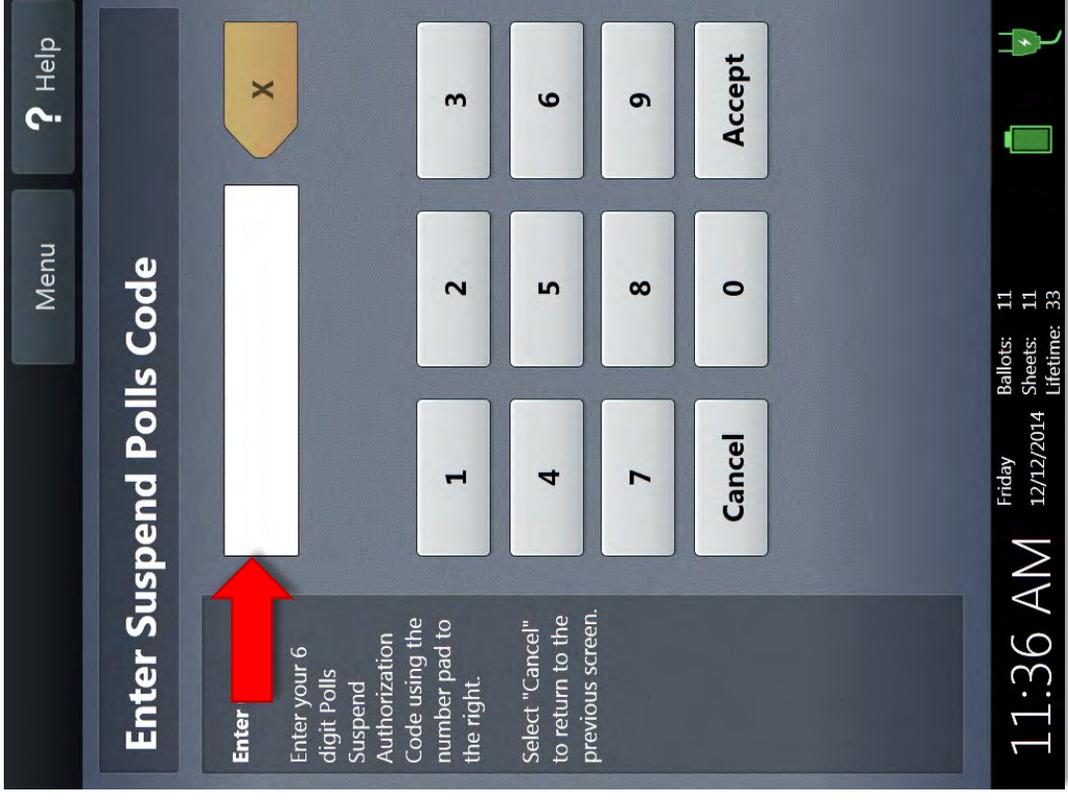
- 1) Press the blue poll worker button on the back of Verity Scan.
- 2) Choose **Suspend Polls**.





## suspending polls on Verity Scan

- 3) Enter the Suspend Polls code and select **Accept**.

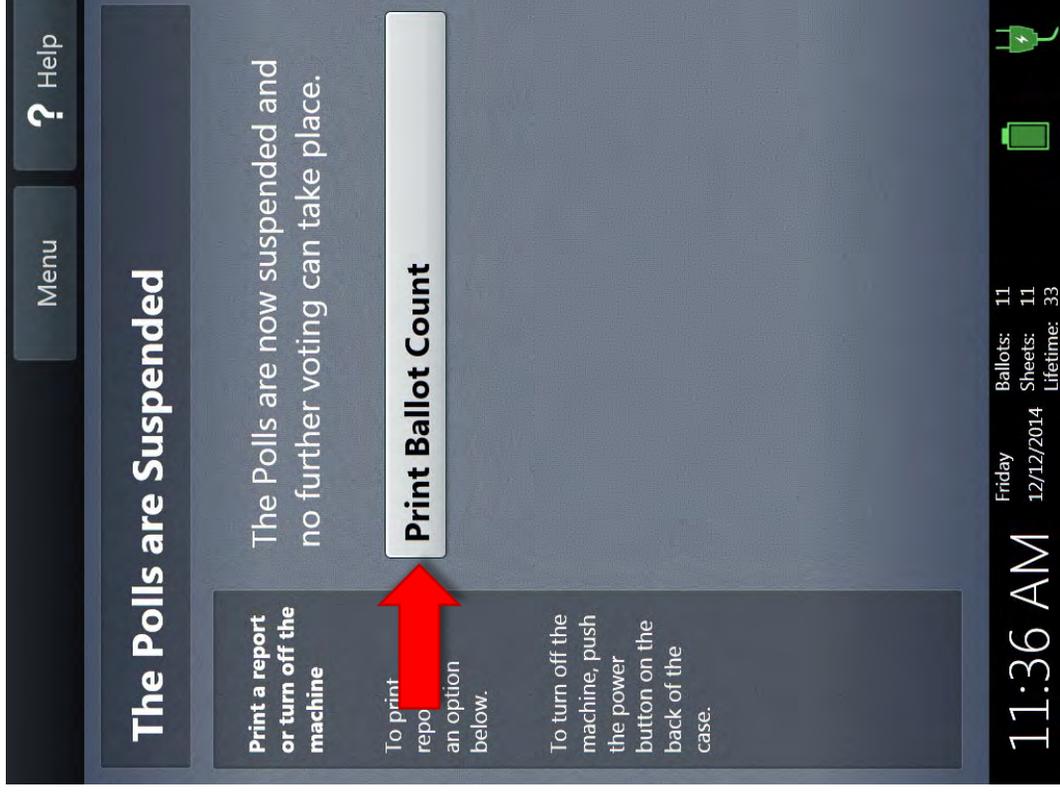




## suspending polls on Verity Scan

- 4) Print and file reports as required by your jurisdiction.

The available reports may vary and are configured by the election officials in your jurisdiction.





## suspending polls on Verity Scan

- 5) Press the *red* power button on the back of the Verity Scan to power it down.



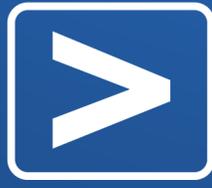


## packing up equipment

Wait for the device to be completely powered down and showing a black screen before removing the tablet. Remember to properly latch and lock the tablet within the storage compartment.

Follow local procedures in determining whether you need to completely break down equipment at the end of the day.



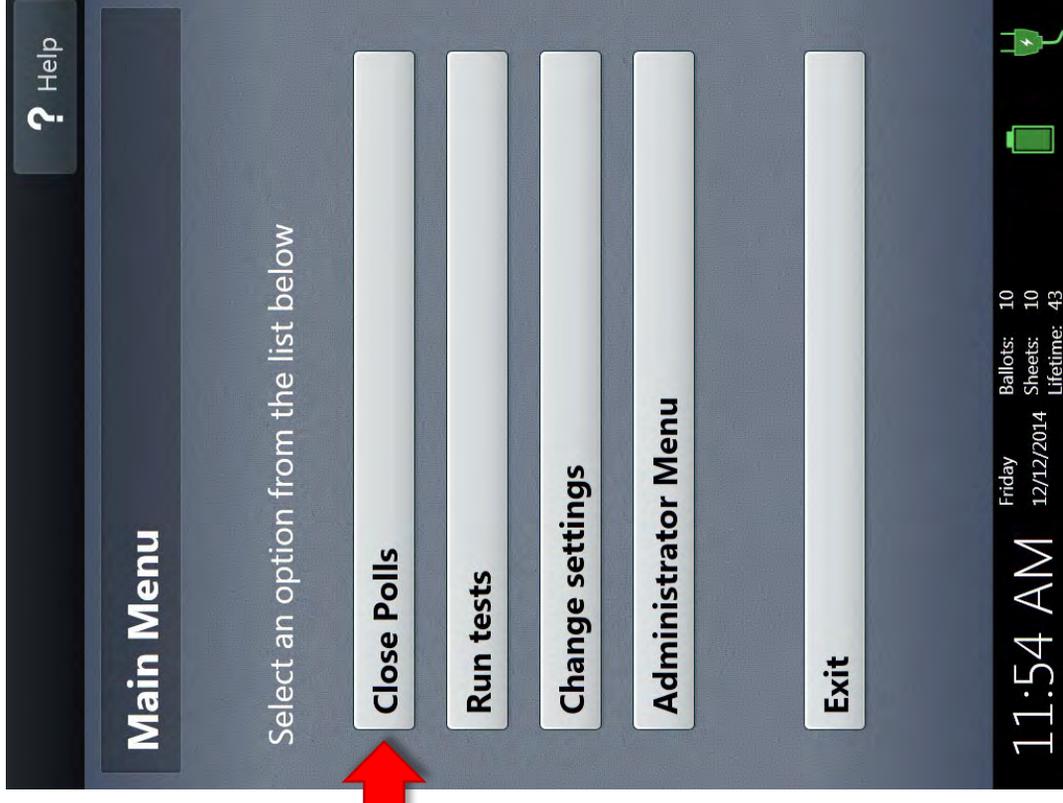


# **Section 1, Module 7:** **closing polls on Verity Scan**



## closing polls on Verity Scan

- 1) Press the blue poll worker button on the back of Verity Scan.
- 2) Choose **Close Polls**.

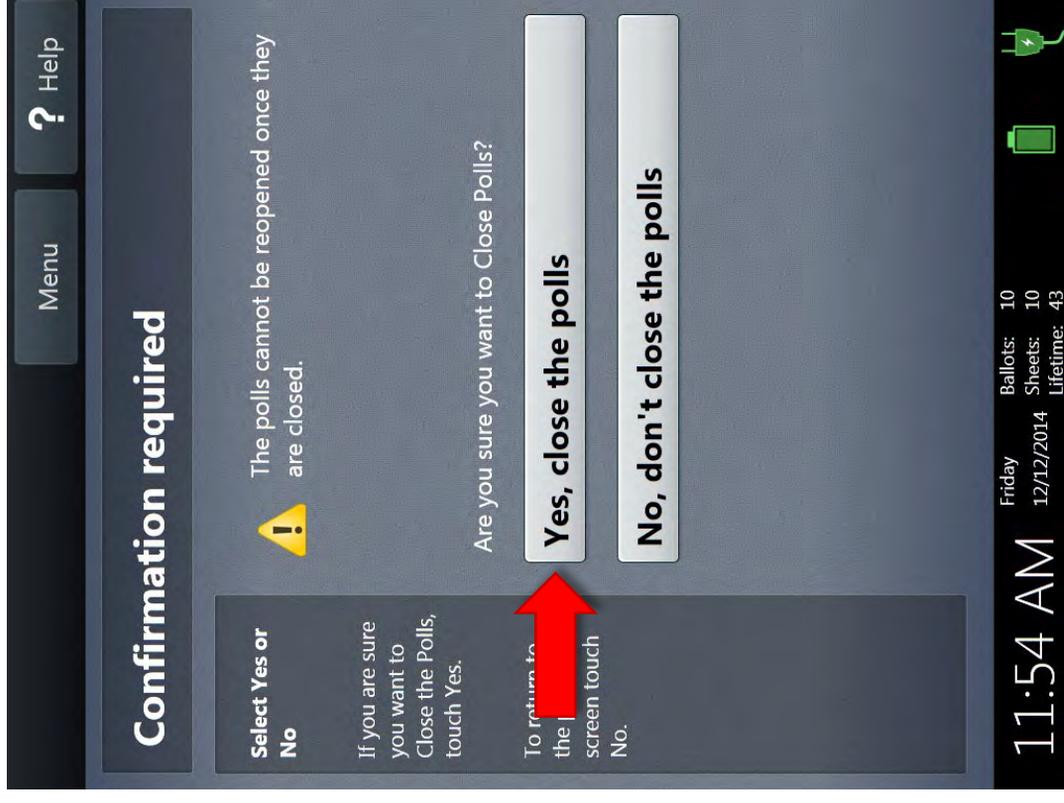




## closing polls on Verity Scan

- 3) Select **Yes, close the polls.**

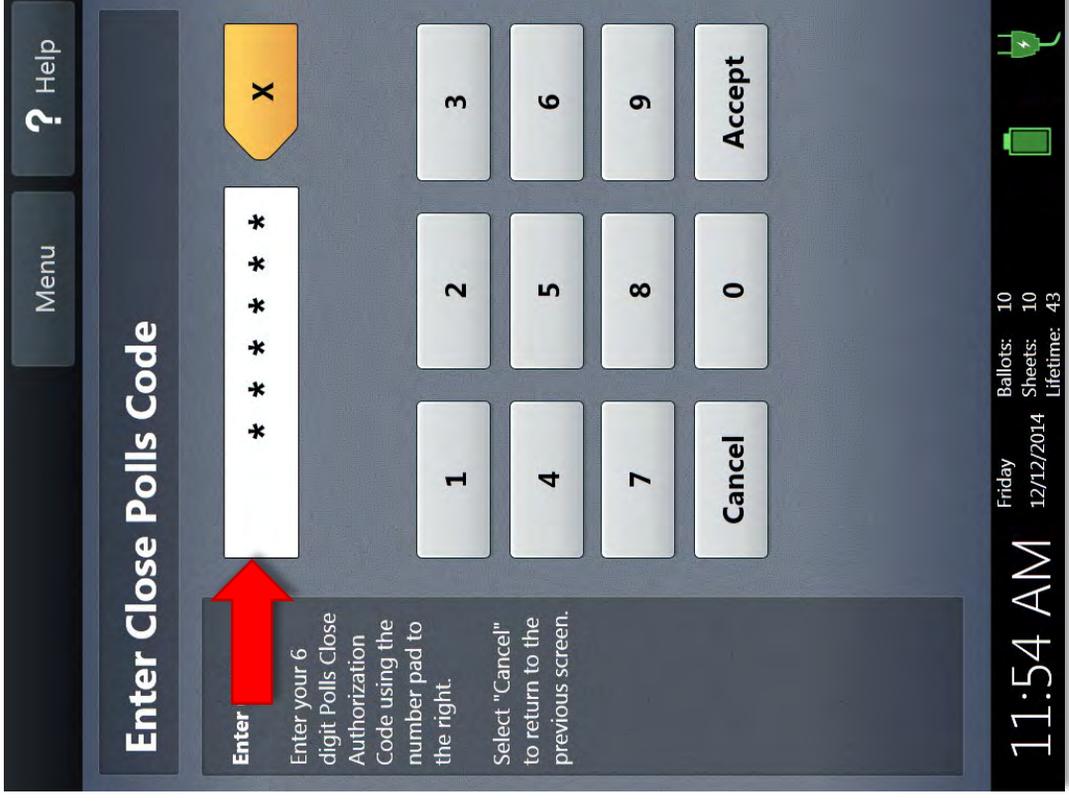
**IMPORTANT: Once polls have been closed, they cannot be reopened on that Verity Scan.**





## closing polls on Verity Scan

- 4) Enter the Close Polls code and select **Accept**.





## closing polls on Verity Scan

- 5) Print and file reports as required by your jurisdiction.

The available reports may vary and are configured by the election officials in your jurisdiction.





## closing polls on Verity Scan

- 6) Press the *red* power button on the back of the Verity Scan to power it down.





## packing up equipment

Wait for the device to be completely powered down and showing a black screen before removing the tablet. Remember to properly latch and lock the tablet within the storage compartment.

Follow local procedures in determining whether you need to completely break down equipment at the end of the day.





## transferring vDrives and ballots

- Follow your local jurisdiction's guidelines, including chain-of-custody procedures, when transferring voting devices, vDrives, and/or ballots to your central counting location.
- If you are leaving equipment in place, be sure to properly secure all equipment, preferably behind a locked door.



# **Section 2, Module 1:** **setting up Verity Touch Writer**

## setting up the ballot printer

- 1) Set up ballot printer table and place ballot printer on the table.
- 2) Plug the square end of the USB printer cable into the back of the printer. (The other end will be plugged into the Touch Writer).
- 3) Insert the printer power cord into the printer and the other end into an outlet or UPS.





## setting up the ballot printer

- 4) Load the ballot printer with appropriate ballot paper.\*
- 5) Press the switch on the bottom right side of the printer to power it on.



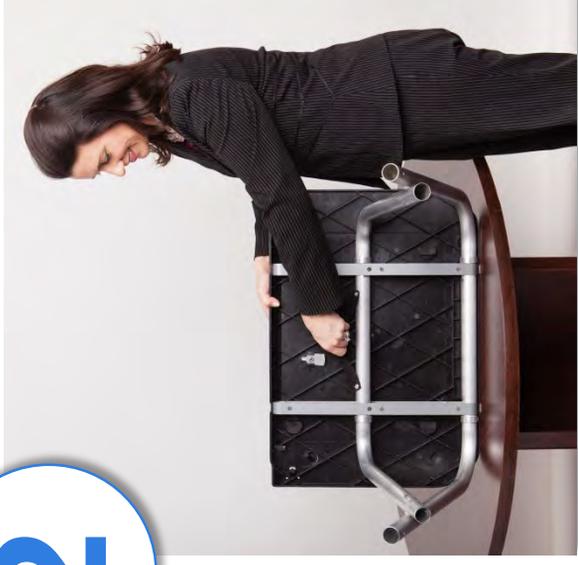
## setting up Verity Touch Writer booths

- 1) Remove booth parts from the transport bag.
- 2) Release bungee cords and unfold legs from booth table. Pull up on handle to lock in place.

1



2





## setting up Verity Touch Writer booths

- 3) Attach the rear leg assembly.
- 4) Attach the front leg extensions.
- 5) Turn the booth over to set up the Verity Touch Writer.

3



4



5



## setting up Verity Touch Writer

- 1) Set Verity Touch Writer on top of booth, aligning footpads with the indentations; handle on booth must face the same direction as the handle on the Verity Touch Writer.
- 2) Reach under front of booth table and push the latch to lock in place.
- 3) Open the case and remove the power brick/cord.

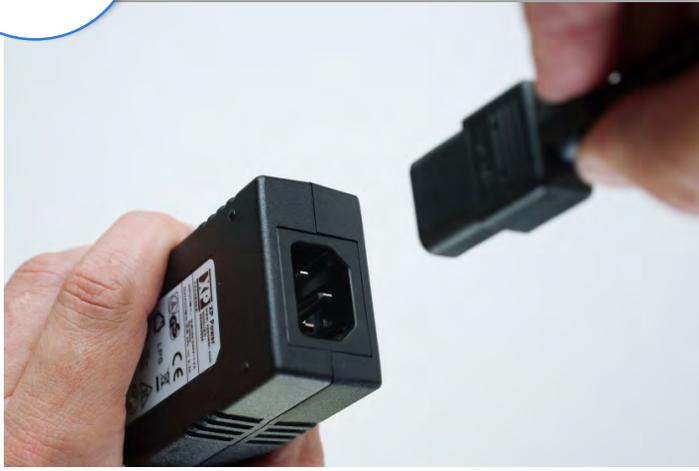




## setting up Verity Touch Writer

- 4) Plug the power cord into the power brick. Plug the power brick into the back of Verity Touch Writer (flat part up). **DO NOT PLUG INTO WALL YET.**

4





## setting up Verity Touch Writer

- 5) Plug the flat end of the USB printer cable from the ballot printer into the back of the Verity Touch Writer, with the notch facing up.

5





## setting up Verity Touch Writer

- 6) Open the case and lock the lid brace in place.





## setting up Verity Touch Writer

- 7) Unlock, unlatch, and remove the tablet from the storage compartment.



7





## setting up Verity Touch Writer

- 8) Seat the tablet in cradle, tilt it back, and lock it in place. **Tablet must be locked to operate.**

8





## setting up Verity Touch Writer

- 9) Verify the device seals. Attach privacy screens.
- 10) Plug the power cord into power strip/outlet.
- 11) Press the red button on the back to power on.

9

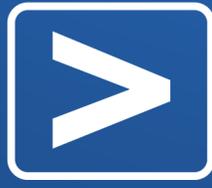


10



11

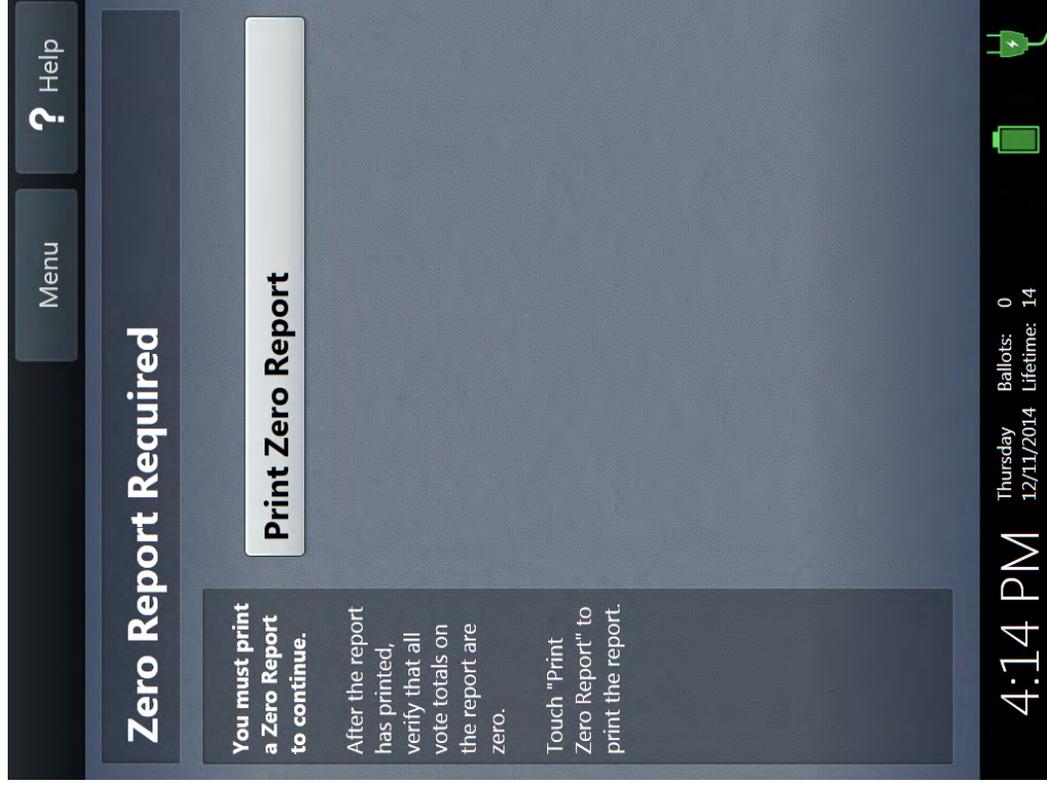




# **Section 2, Module 2:** **Verity Touch Writer orientation**

## screen orientation

When powered up, the Verity Touch Writer should display the **Print Zero Report** screen.



## screen orientation

The bottom of the screen displays:

- Date/Time
- Ballots (for current election)
- Lifetime (for all elections)
- Battery/AC Power indicators





## poll worker button

The blue Poll Worker Button is located on the back of the Verity Touch Writer. This button is used actions such as printing reports and issuing access codes.



## about Verity Access

Verity Access is intended for voters that cannot, or prefer not to, use the touch screen.

- Supports headphones
- Supports Tactile Switches, Sip-and-puff, or other dual-switch input
- Navigate through a ballot with the Move wheel
- Make selections on a ballot with the Select button
- Activate help text with the Help button



## installing headphones & tactile switches

- Headphones can be plugged into the top left side of the Verity Access.
- Tactile Switches or Sip-and-Puff devices can be plugged into the top right side.



## thermal report printer

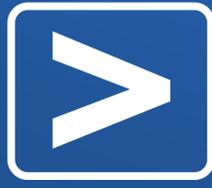
- 1) The thermal report printer is located on the right side of the Verity Touch Writer.
- 2) To open: pull the lever on the top of the printer cover towards you.



## thermal report printer

- 3) Place new paper roll into the printer as shown – paper rolls from the bottom.
- 4) Close the printer cover. The button can be used to feed the paper.



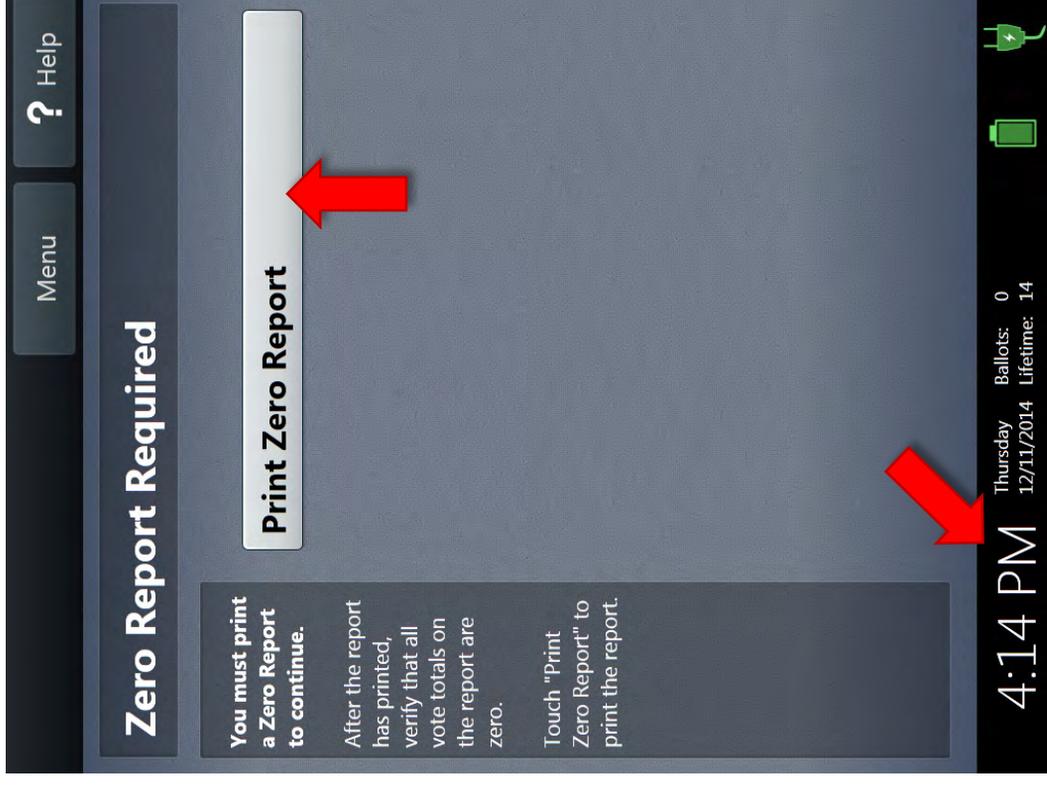


# **Section 2, Module 3: opening polls on Verity Touch Writer**

## opening polls

- 1) Set up and power on all devices.
- 2) On the Verity Touch Writer, select **Print Zero Report**.\*
- 3) On the Zero report, verify:
  - Ballot count total ZERO
  - Polling place is correct.
- 4) Verify that the clock displays the correct time.

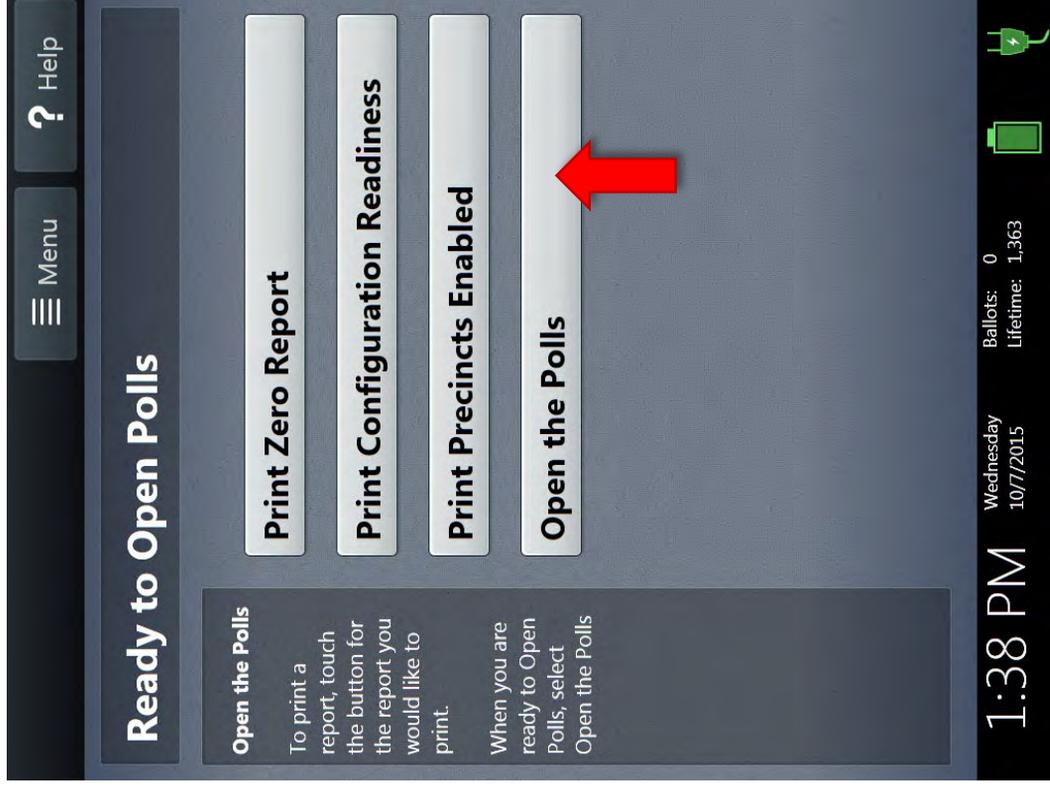
*\*NOTE: If you are reopening polls during subsequent days of a multiple-day voting event, then you will not print a Zero report.*





## opening polls

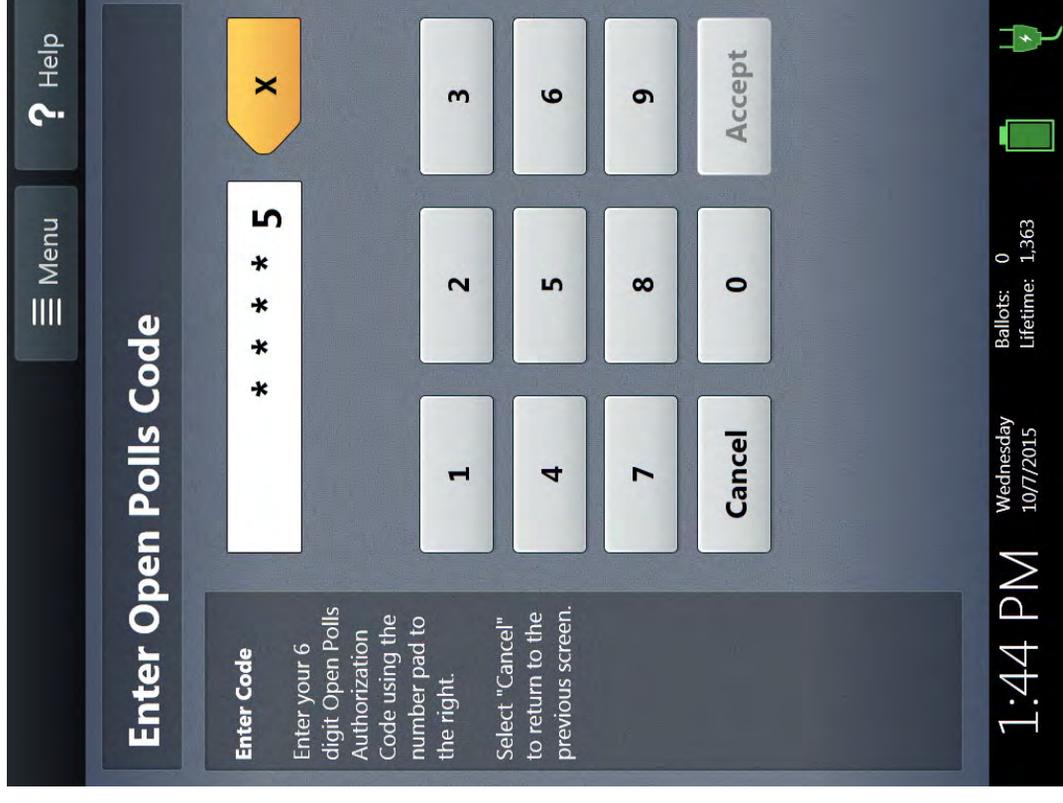
- 5) Select **Open the Polls**.

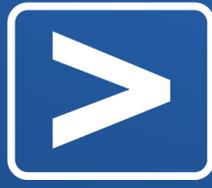




## opening polls

- 6) Enter the Open Polls Code, and then select **Accept**. The Open Polls report will print.
- 7) File all reports according to local guidelines.



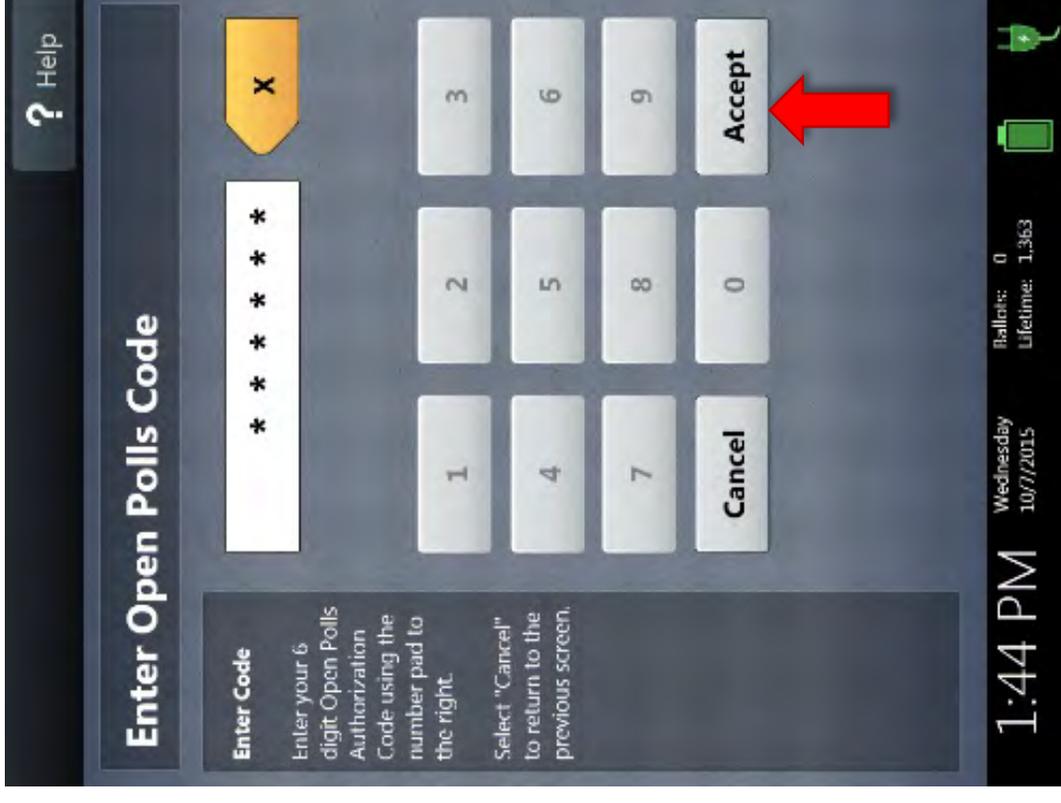


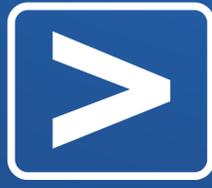
# **Section 2, Module 4:** **reopening polls on Verity Touch Writer**

## reopening polls (*early voting*)

To reopen polls after polls have been suspended:

- 1) Power on the Verity Touch Writer.
- 2) Enter the Open Polls Code, and then select **Accept**. The Open Polls Report will print.
- 3) File the Open Polls Report according to local guidelines.





# **Section 2, Module 5:** **voting with Verity Touch Writer**



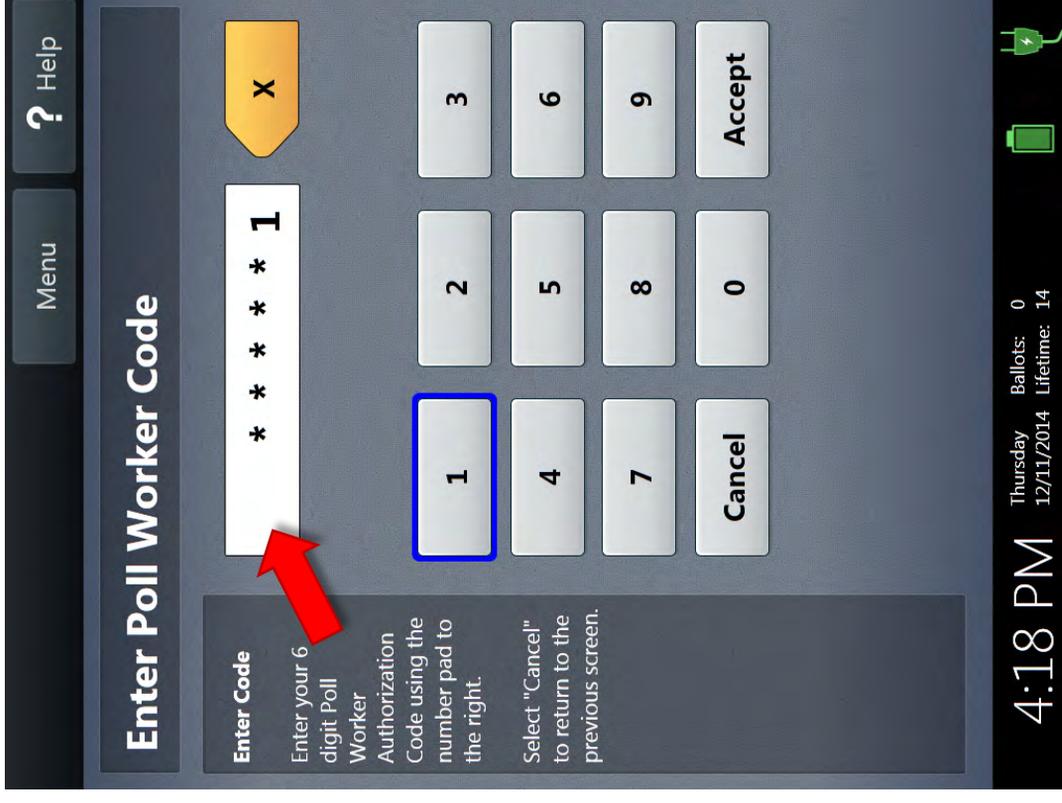
## voting with Touch Writer

- 1) Touch Writer is ready to use when you see the **Ready for use** screen.



## activating a ballot

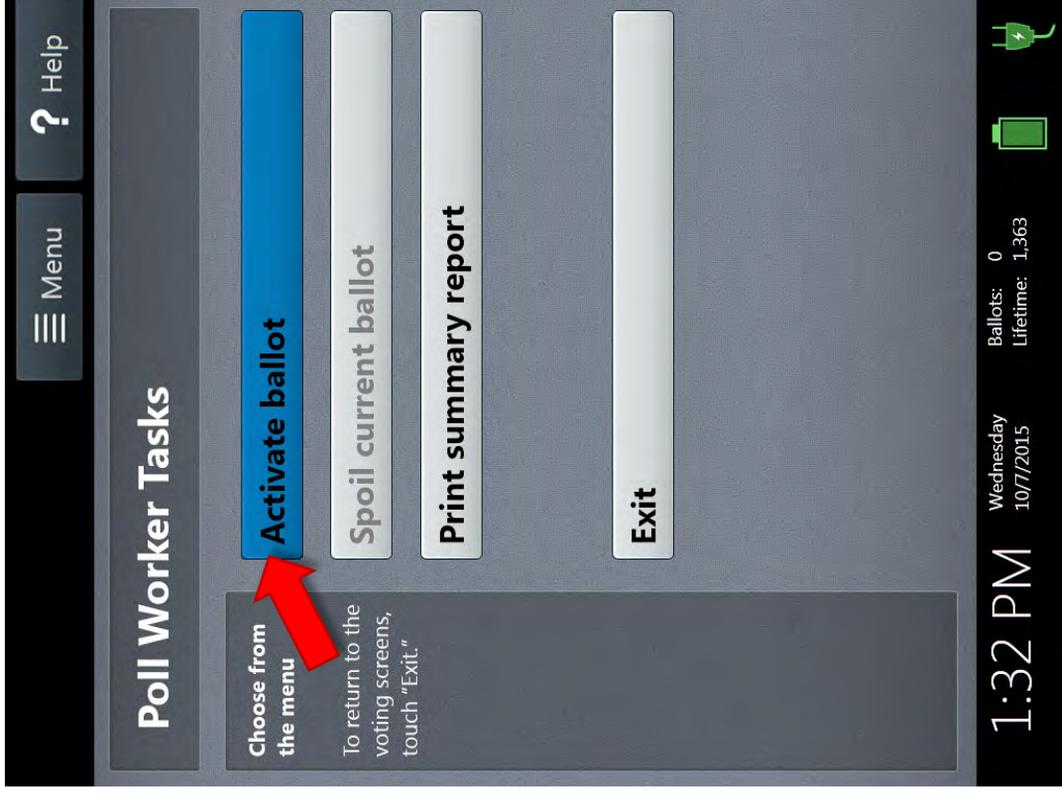
- 2) Press and hold your finger on the **Ready for use** text (or alternately, press the blue poll worker button on the back of the Verity Touch Writer).
- 3) Enter the Poll Worker Code and select **Accept**.



## activating a ballot

### 4) Select **Activate ballot**.

*NOTE: If your jurisdiction has Verity AutoBallot, after activating the ballot, you can use the barcode reader attached to the Verity Touch Writer to scan barcode labels produced by your electronic pollbook. When using AutoBallot, you will scan the barcode, skipping steps 5-6 of this section.*

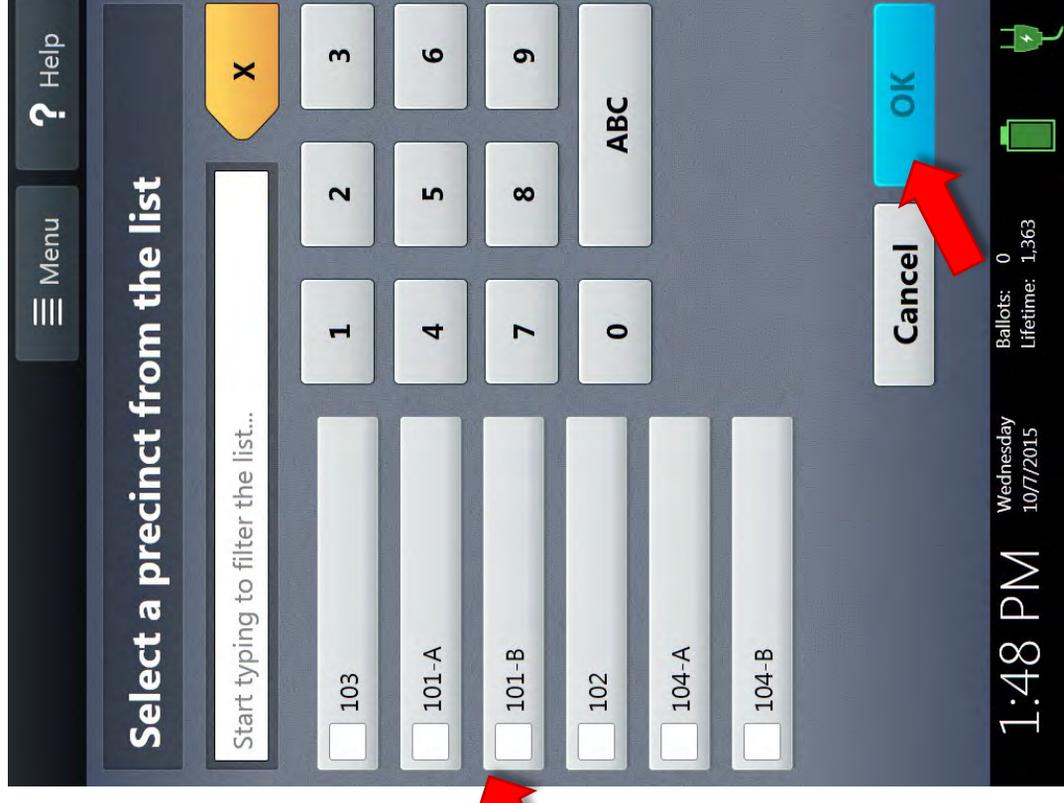




## activating a ballot

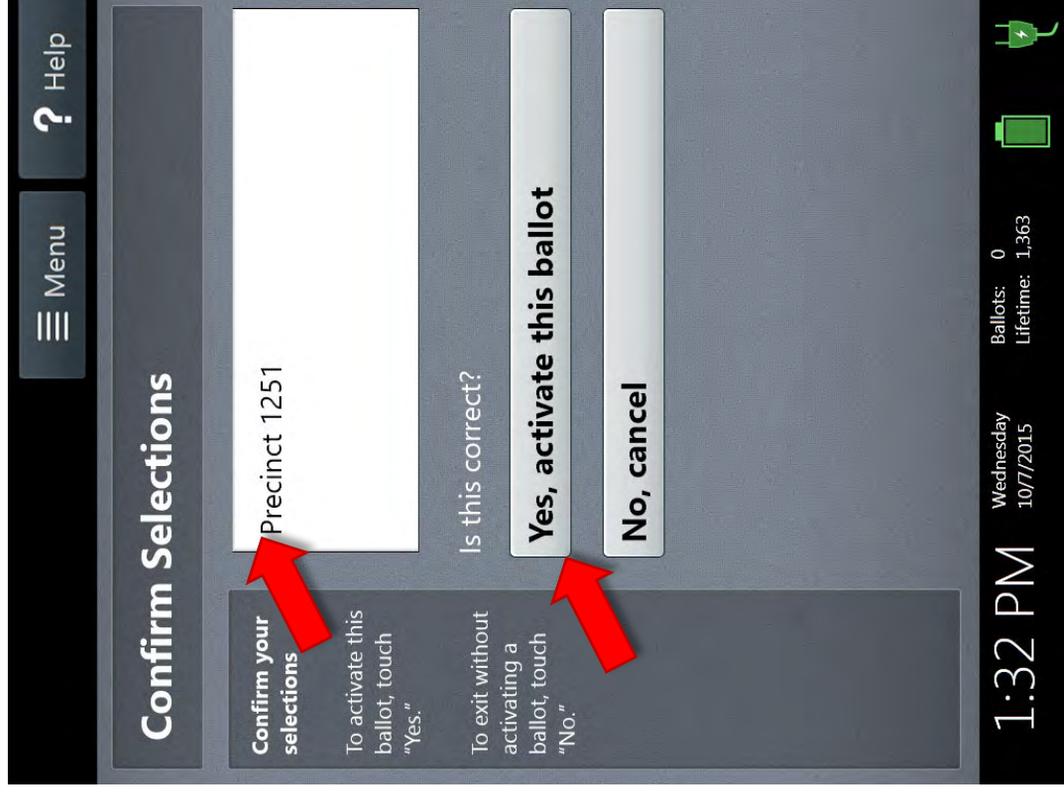
- 5) Choose the correct precinct from the list, and then select **OK**.

*\*NOTE: For closed primary elections, you will select the Party next.*



## activating a ballot

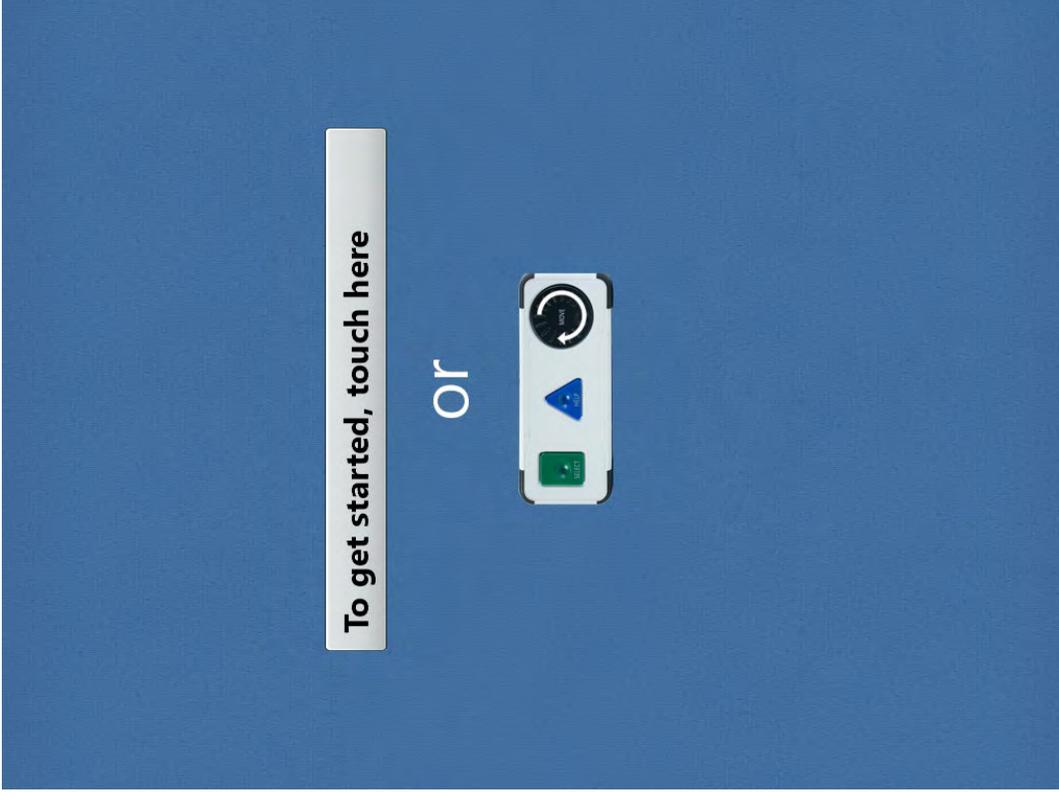
- 6) Confirm the precinct information, then select **Yes, activate this ballot**.



## marking ballots with Verity Touch Writer

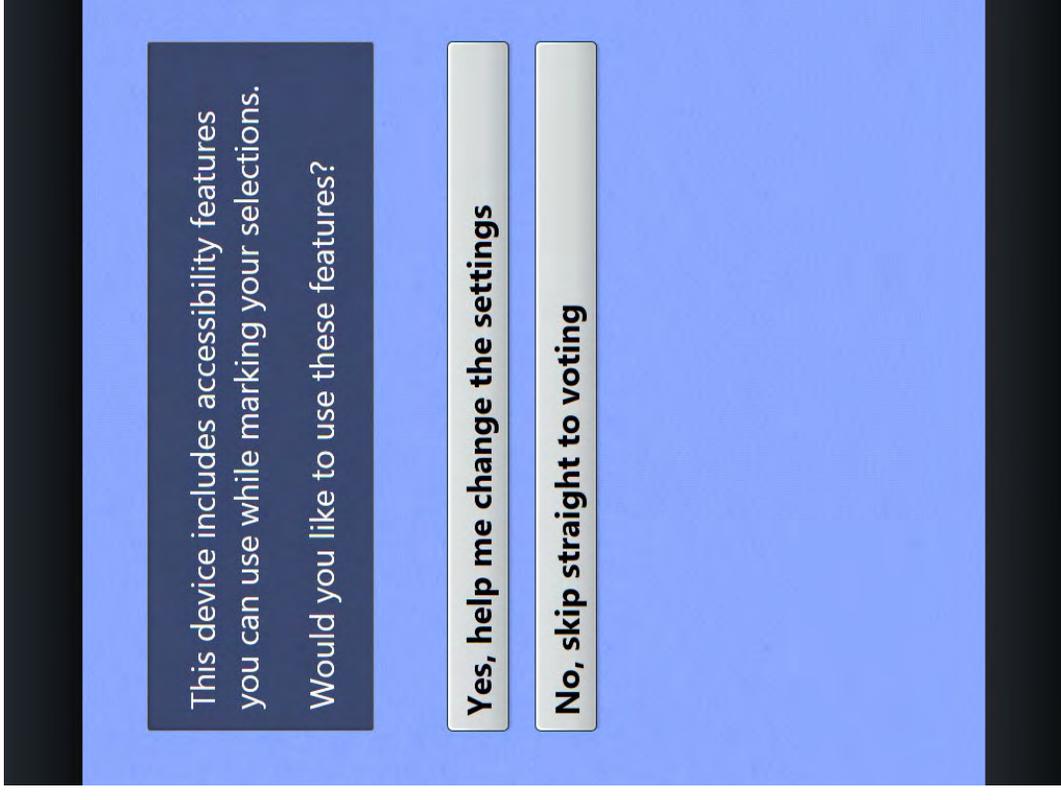
- 1) The voter selects To get started, touch here touch here (or turns the Move wheel on Verity Access).

*NOTE: If multiple languages are available, a "get started" button will appear in multiple languages.*



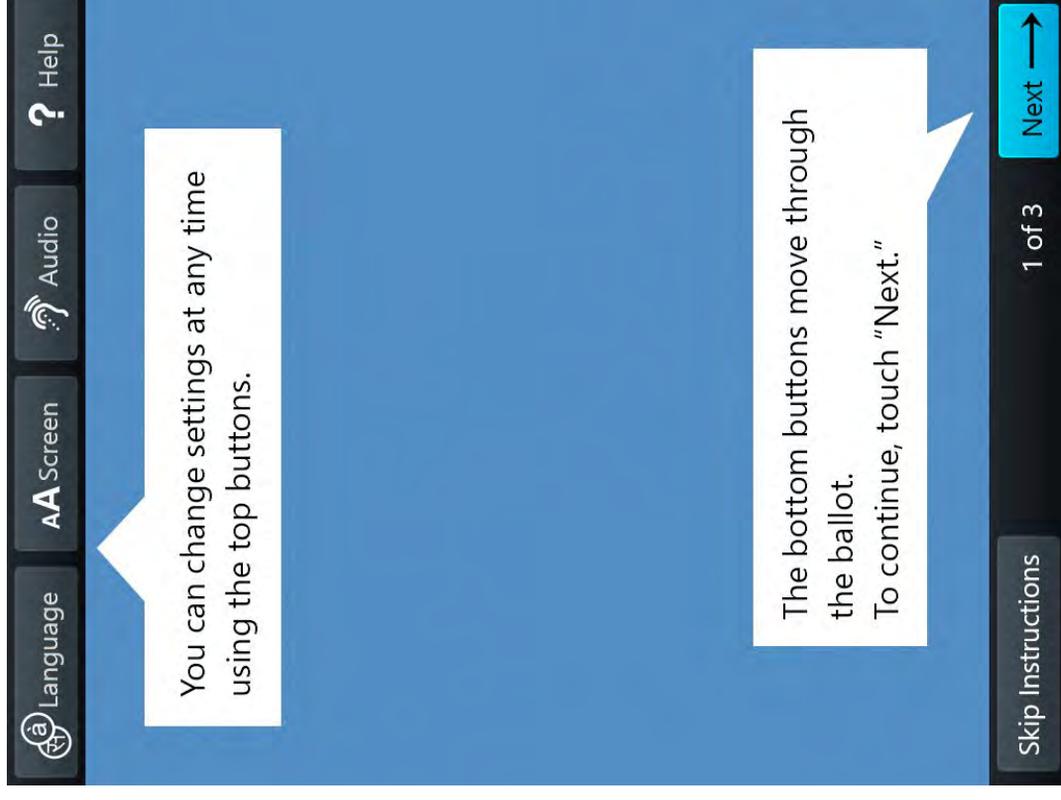
## marking ballots with Verity Touch Writer

- 2) The voter selects whether to use the screen, audio, or both to complete their ballot, and then adjusts their audio and/or screen settings.



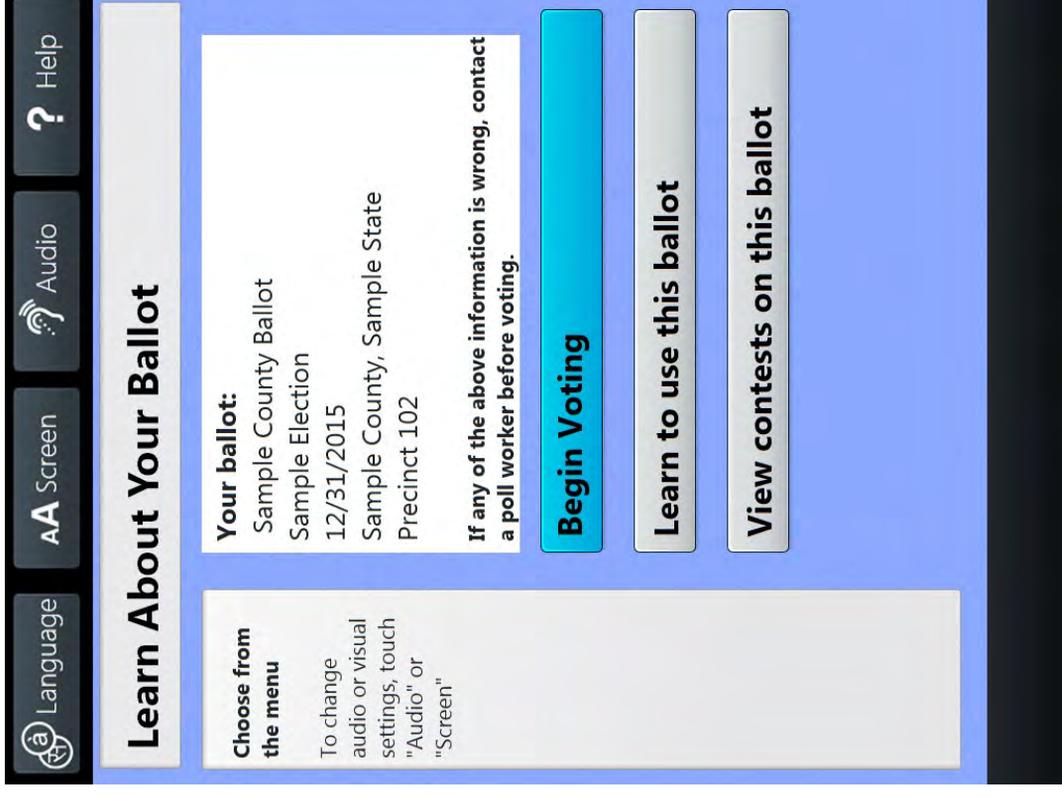
## marking ballots with Verity Touch Writer

- 3) The voter is presented with three screens of instructions that orient them to the Touch Writer device.
- The voter can select **Next** to view each instructional page, or select **Skip** Instructions to go to their ballot.
- On the last page of instructions, the voter selects **Start** in the bottom right to begin marking their ballot.



## marking ballots with Verity Touch Writer

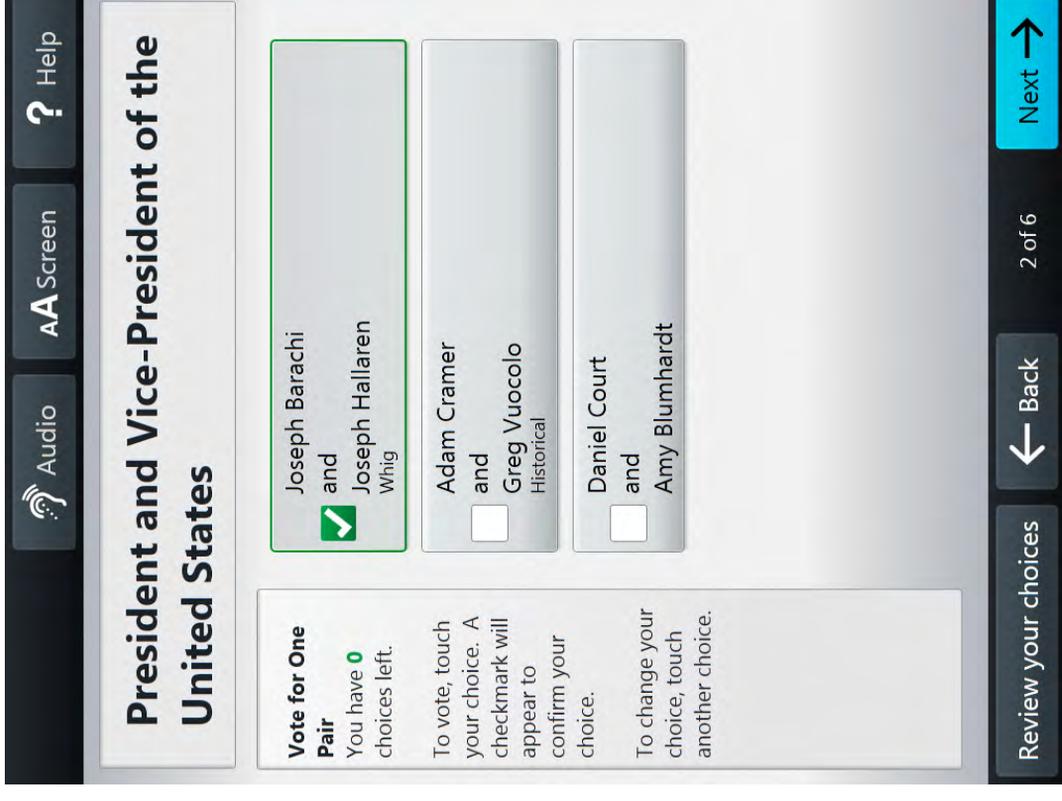
- 4) The voter can then:
- Select **Begin Voting** to start voting.
  - Learn how to use the ballot.
  - View a list of contests on the ballot.



## marking ballots with Verity Touch Writer

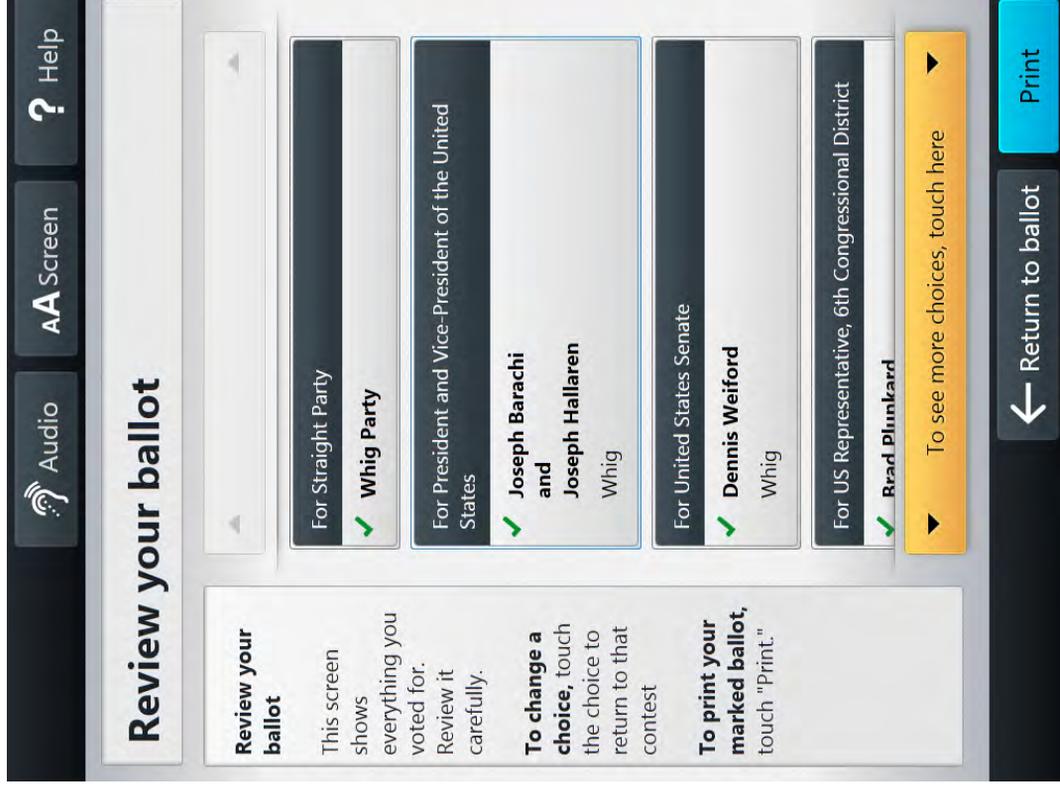
5) The voter makes their choices using the touch screen (or Verity Access, if available).

- A selected choice displays a green box with check mark to the left of the choice.
- The voter can review ballot choices by selecting **Review your choices**.
- The Next/Skip button advances to the next contest on the ballot.



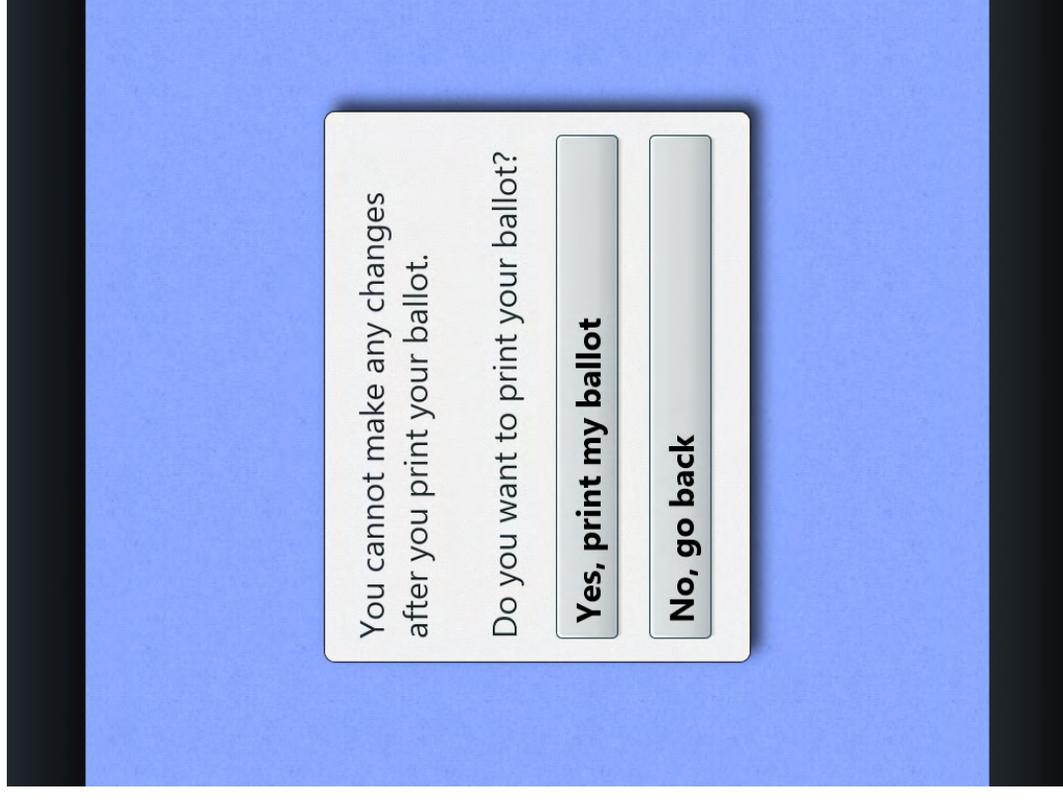
## marking ballots with Verity Touch Writer

- 6) When the voter has reached the end of the ballot, the **Review your ballot** screen appears.
  - The voter can select a specific contest to return to that contest, or select **Return to ballot** to go to the last contest visited.
- 7) After reviewing and confirming their choices, the voter selects **Print** to print the ballot.



## marking ballots with Verity Touch Writer

- 8) The voter selects **Yes, print my ballot** to confirm.





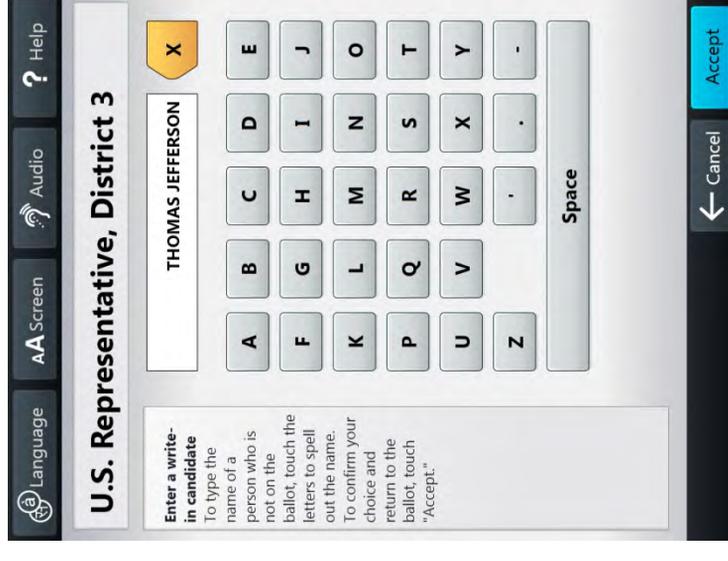
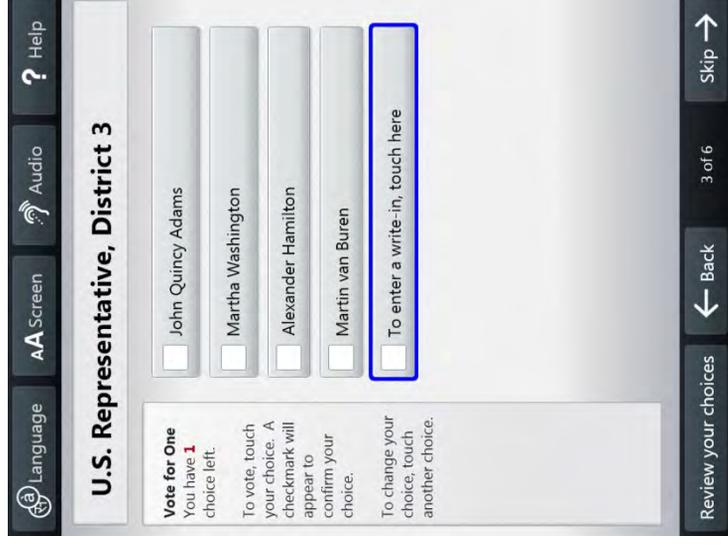
## marking ballots with Verity Touch Writer

- 9) The voter retrieves the printed ballot from the laser printer next to their Verity Touch Writer.
  - If your polling place is equipped with Verity Scan, the voter will take their printed ballot to the Verity Scan device to cast their ballot.



## write-in voting

- 1) Select the write-in option.
- 2) Type the name of the desired write-in candidate, then select **Accept**.
- 3) The write-in option will appear with a green check mark to the left of the choice, along with the candidate name entered.



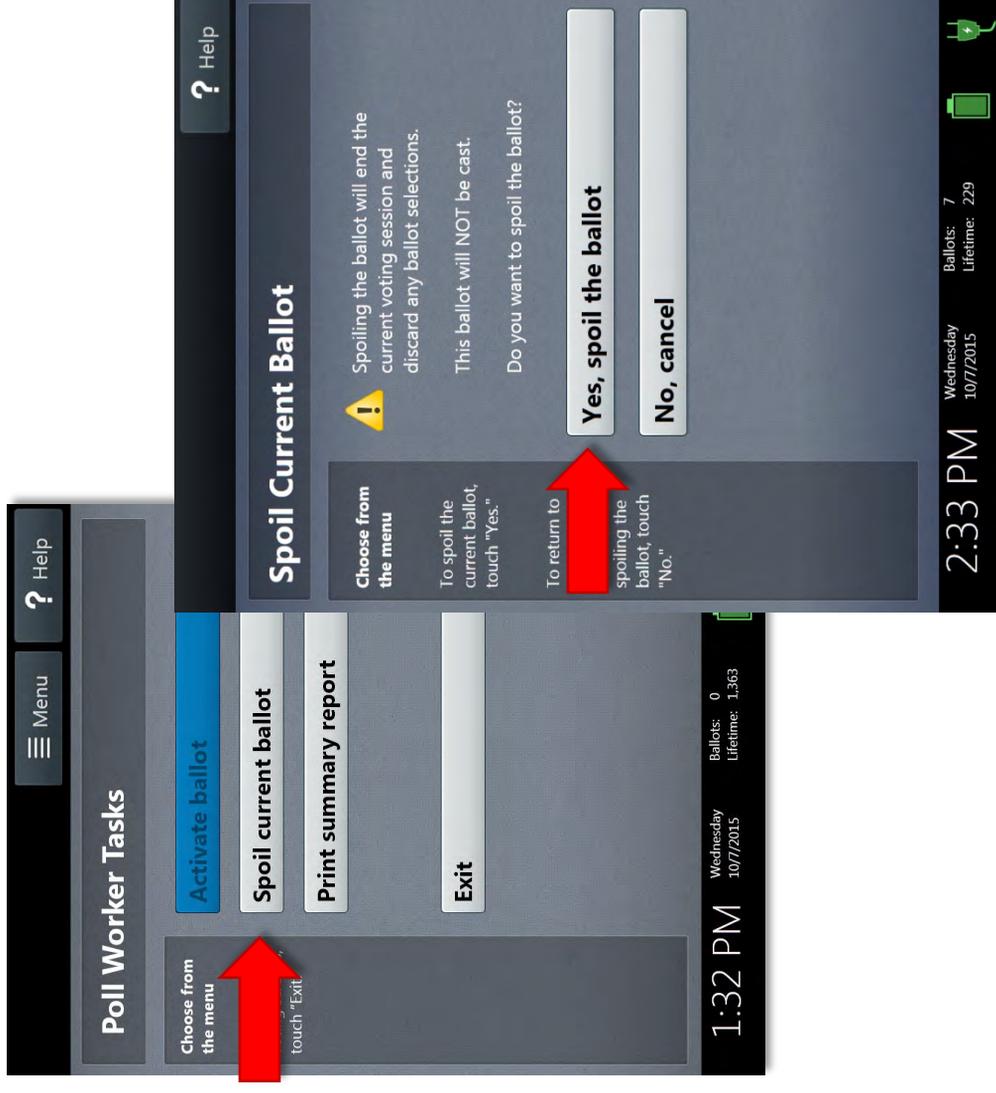
## Verity Touch Writer help & features

- **Language** – select to change language at any time
- **Screen** – select to change contrast, text size, or turn screen off
- **Audio** – select to change volume, speed of audio
- **Help** – select to see/hear help text for current step



## spoiling a ballot on Verity Touch Writer

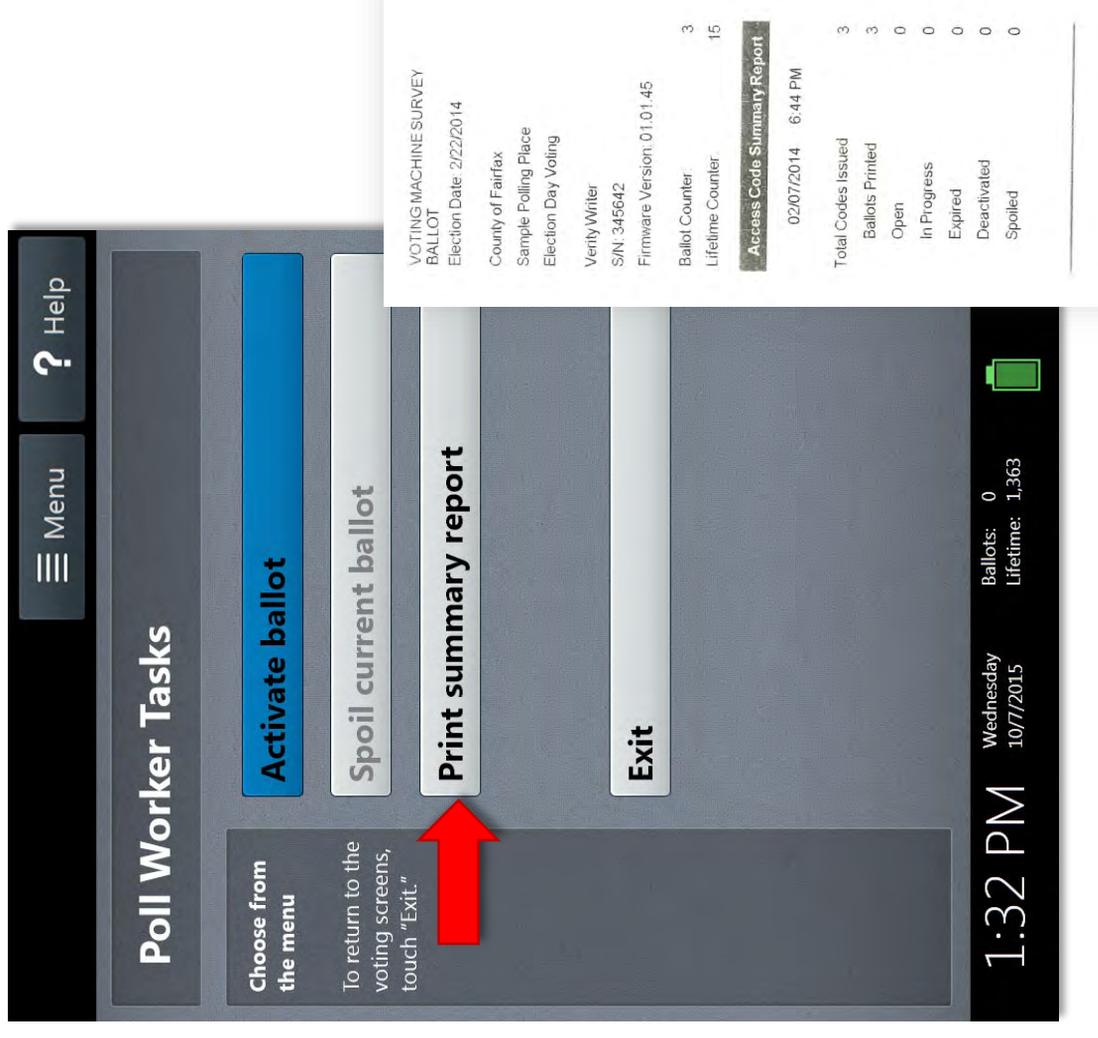
- 1) Press the poll worker button on the back of Verity Touch Writer.
- 2) Enter the Poll Worker code and select **Accept**.
- 3) Select **Spoil Current Ballot**.
- 4) Select **Yes, spoil the ballot**, then select **OK**.
- 5) Fill out required paperwork (for example, a spoiled ballot log).

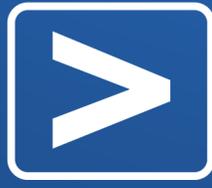


## printing a summary report

You can print an ballot marking session summary report at any time while polls are open, listing the number of access codes issued and ballots printed.

- 1) Press and hold your finger on the **Ready for use** text (or alternately, press the blue poll worker button on the back of the Verity Touch Writer).
- 2) Enter the Poll Worker code and select **Accept**.
- 3) Select **Print access code summary**.

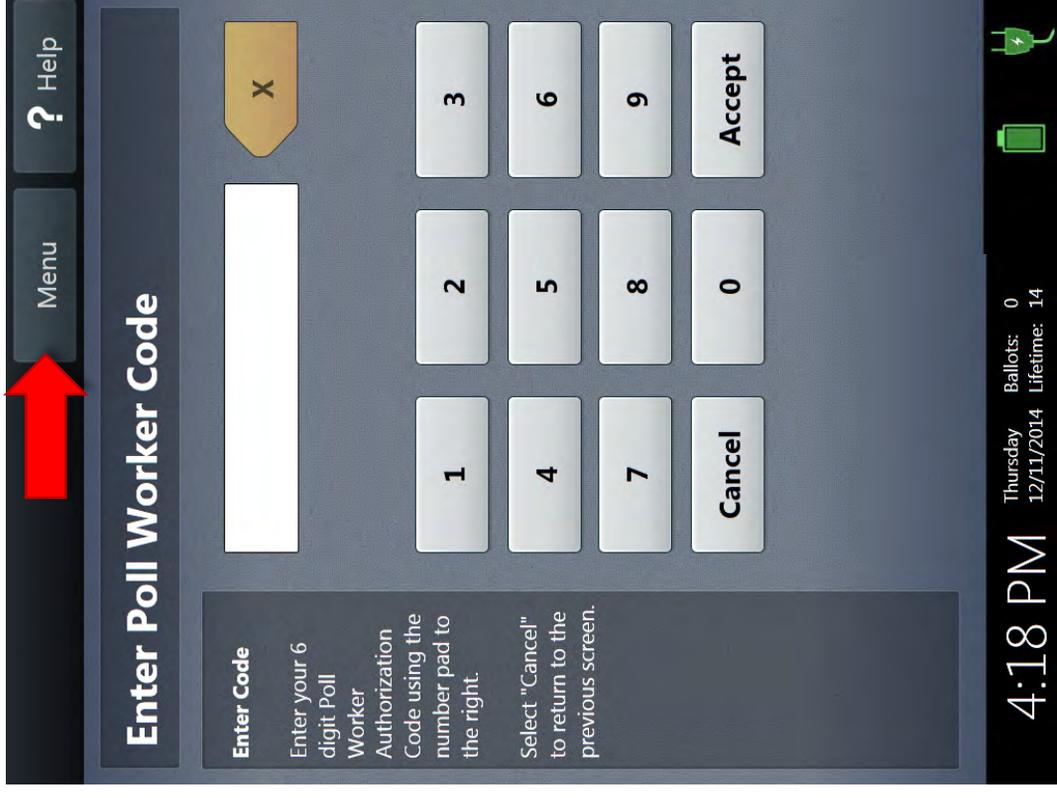




# Section 2, Module 6: suspending polls on Verity Touch Writer

## suspending polls on Verity Touch Writer

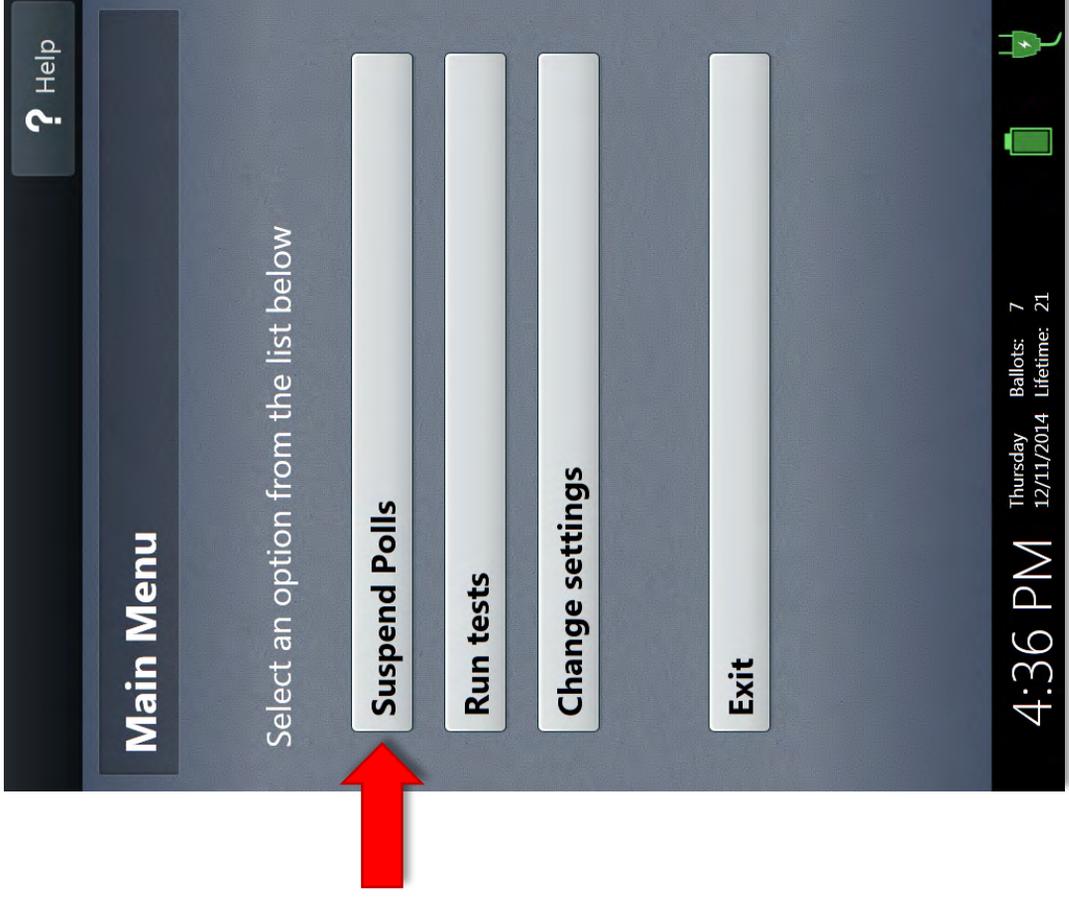
- 1) Press and hold your finger on the **Ready for use** text (or alternately, press the blue poll worker button on the back of the Verity Touch Writer).
- 2) Select **Menu** at the top of the screen.





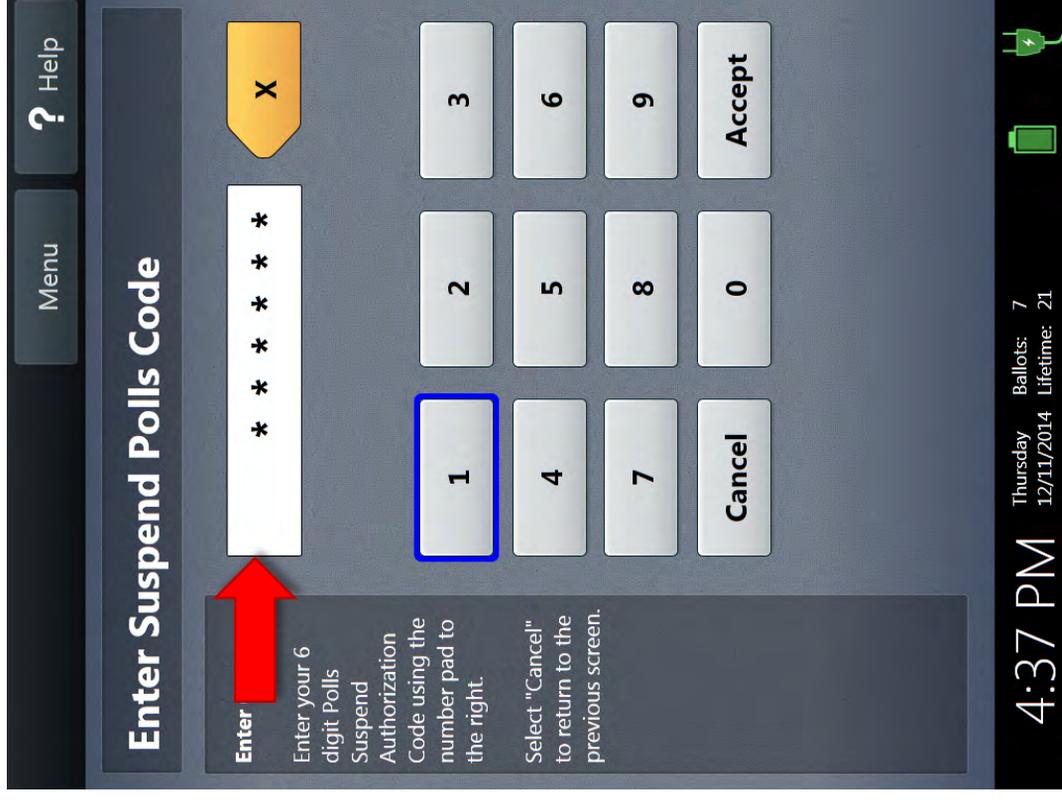
## suspending polls on Verity Touch Writer

- 3) Choose **Suspend Polls**.



## suspending polls on Verity Touch Writer

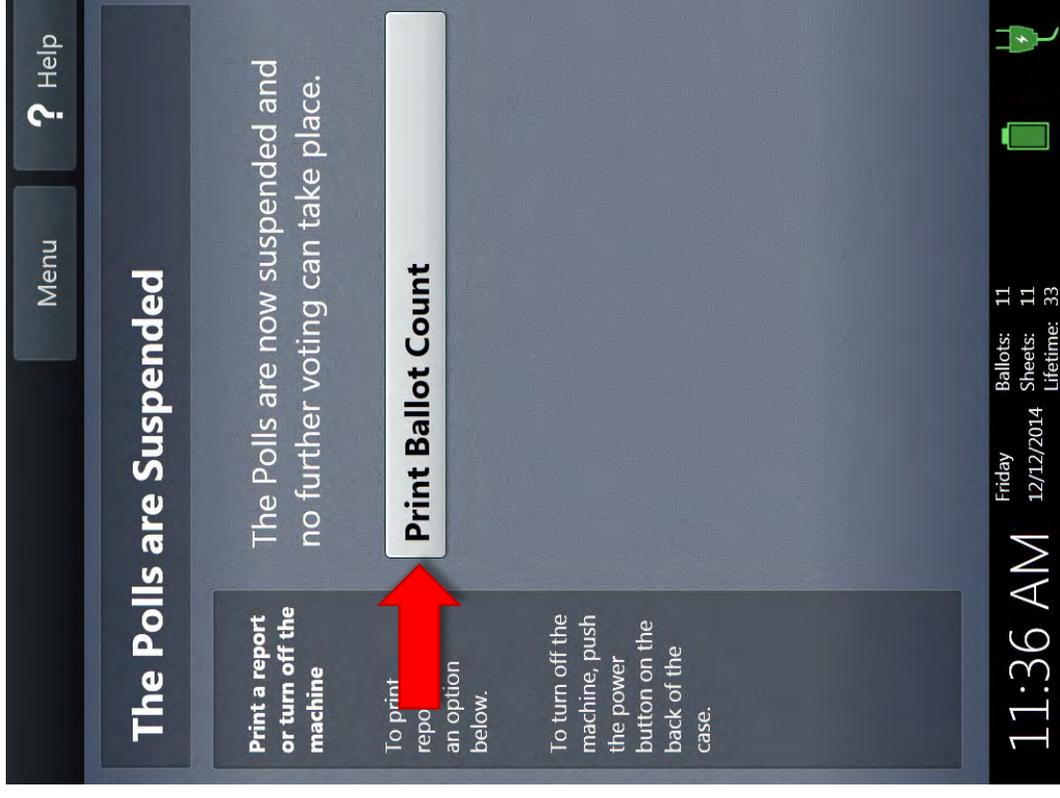
- 4) Enter the Suspend Polls code and select **Accept**.



## suspending polls on Verity Touch Writer

- 5) Print and file reports as required by your jurisdiction.

The available reports may vary and are configured by the election officials in your jurisdiction.





## suspending polls on Verity Touch Writer

- 6) Press the *red* power button on the back of the Verity Touch Writer to power it down.





## packing up equipment

Wait for the device to be completely powered down and showing a black screen before removing the tablet. Remember to properly latch and lock the tablet within the storage compartment.

Follow local procedures in determining whether you need to completely break down equipment at the end of the day.

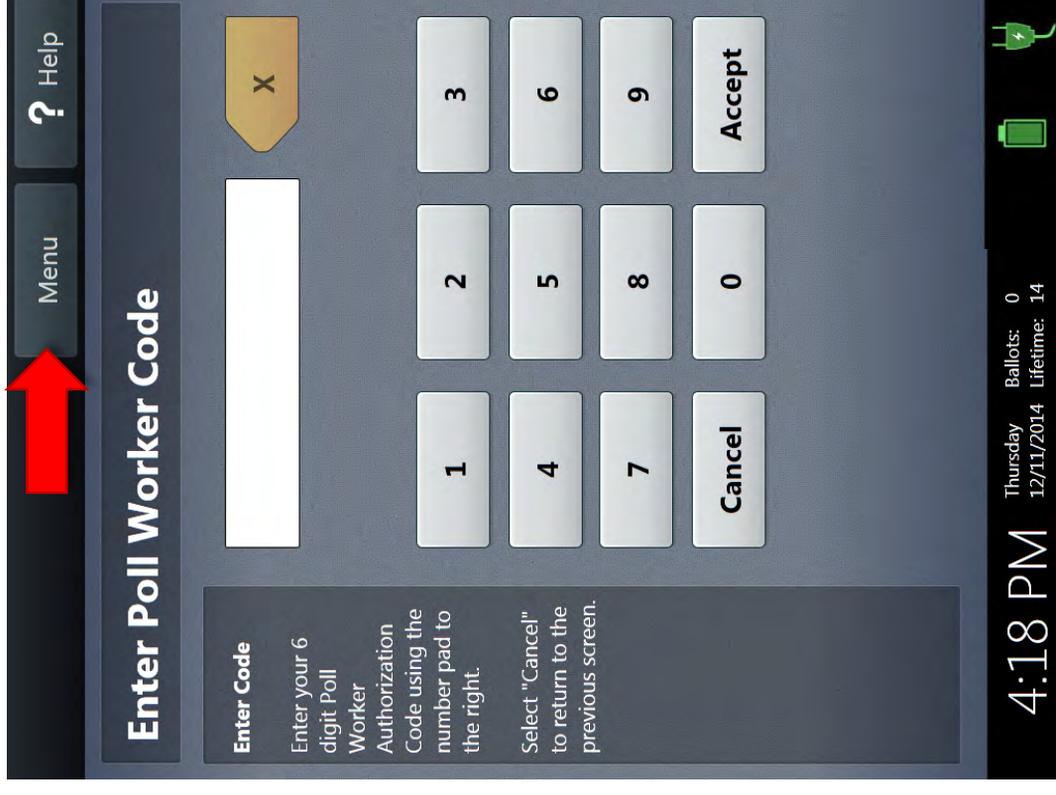




# **Section 2, Module 7:** **closing polls on Verity Touch Writer**

## closing polls on Verity Touch Writer

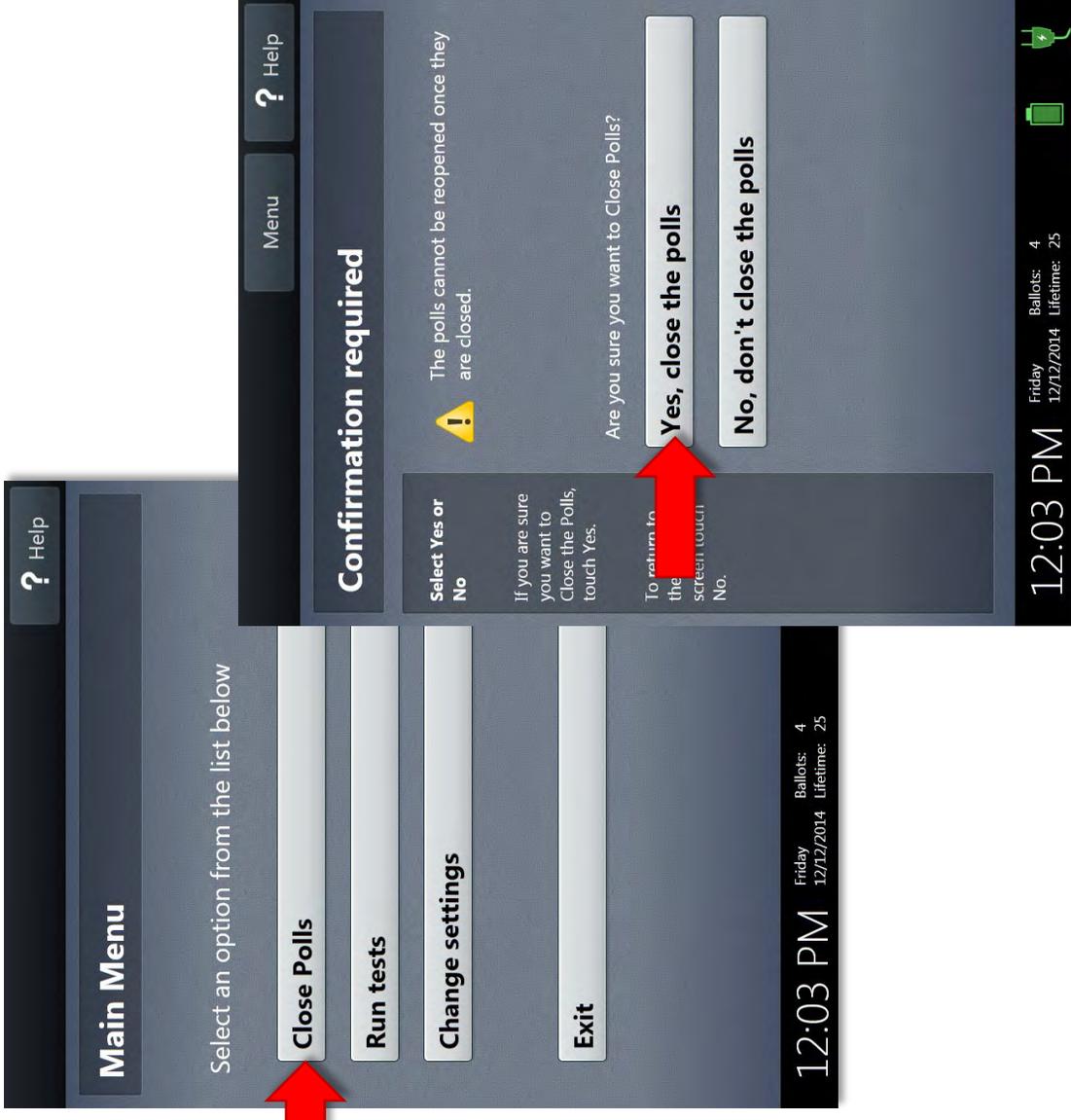
- 1) Press and hold your finger on the **Ready for use** text (or alternately, press the blue poll worker button on the back of the Verity Touch Writer).
- 2) Select **Menu** at the top of the screen.



## closing polls on Verity Touch Writer

- 3) Choose **Close Polls**.
- 4) Select **Yes, close the polls**.

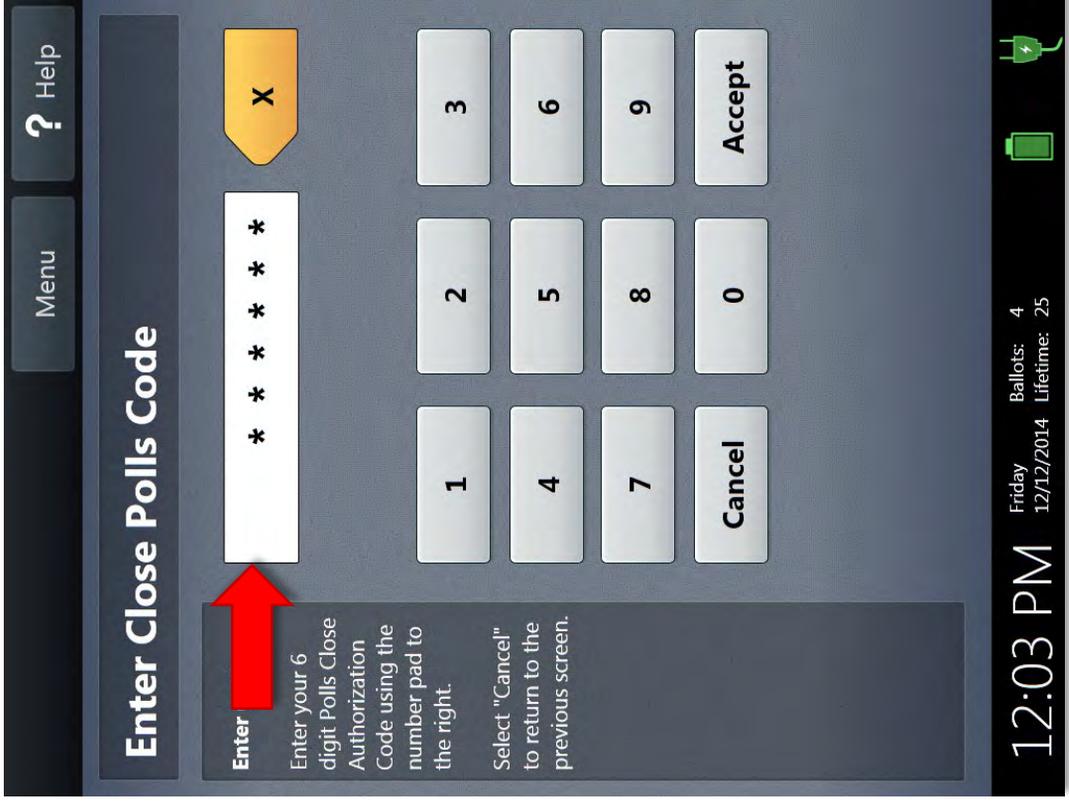
**IMPORTANT: Once polls have been closed, they cannot be reopened on that Touch Writer.**





## closing polls on Verity Touch Writer

- 5) Enter the Close Polls code and select **Accept**.



## closing polls on Verity Touch Writer

- 6) Print and file reports as required by your jurisdiction.

The available reports may vary and are configured by the election officials in your jurisdiction.





## closing polls on Verity Touch Writer

- 7) Press the *red* power button on the back of the Verity Touch Writer to power it down.





## packing up equipment

Wait for the device to be completely powered down and showing a black screen before removing the tablet. Remember to properly latch and lock the tablet within the storage compartment.

Follow local procedures in determining whether you need to completely break down equipment at the end of the day.



## transferring vDrives and equipment

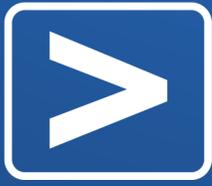
- Follow your local jurisdiction's guidelines, including chain-of-custody procedures, when transferring voting devices, vDrives, and/or ballots to your central counting location.
- If you are leaving equipment in place, be sure to properly secure all equipment, preferably behind a locked door.



**simulated polling place exercise**

In groups, rotate roles and run a simulated Polling Place. Use the *Polling Place Field Guide* as a reference.

- Set up ballot box, voting booth, and printer
- Open Polls on Verity Scan and Verity Touch Writer
- Vote ballots:
  - Activate a ballot on Touch Writer
  - Mark and print a ballot using Touch Writer
  - Mark and print a ballot with Touch Writer using Access/headphones
  - Scan and cast paper ballots on Verity Scan
- Spoil a Verity Touch Writer ballot
- Print a Summary report on Touch Writer
- Change Verity Scan or Touch Writer thermal report printer paper
- Suspend and Reopen the polls OR Close the polls



**Conclusion:**  
polling place operations review

## polling place operations: review

### Verity Scan

- Setting up ballot box and Verity Scan
- Opening/reopening polls
- Scanning ballots
- Suspending/closing polls

### Verity Touch Writer

- Setting up voting booth, printer, and Verity Touch Writer
- Opening/reopening polls
- Marking and printing ballots
- Suspending/closing polls



questions?





# support procedures

**Estimated Time:** 4 hours + break(s)

**Audience:** Warehouse personnel, Election Officials, Information Technology specialists, and support personnel

**Objectives:** This course introduces the Verity hardware components and provides specifications and procedures for their proper use and storage. You will learn how to perform Acceptance testing and Functionality testing with the Verity devices, as well as recommended maintenance procedures for the longevity of Verity hardware components. You will also learn how to prepare equipment and supplies for an election and become familiar with recommended field and help desk support procedures.

**Documentation:** *Verity Support Procedures Guide; Verity Polling Place Field Guide*

**Structure:** Introduction, 7 Modules, Conclusion

**Prerequisites:** Hands-on experience with Verity devices and the Verity Polling Place Operations training course are recommended.

**Assessment:** Verity Mock Election

## Introduction: Verity System Components *(Timing: 10 minutes)*

- **Course description and objectives**
- **Teaching Method for this Module:** Presentation only
- **Verity devices**
  - Scan
  - Touch Writer
  - Controller
  - Touch
  - Touch Writer Duo
  - Access
  - Print
  - vDrives
  - Verity Key
- **Other hardware components**

## Module 1: Specifications & Storage *(Timing: 10 minutes)*

- **Teaching Method for this Module:** Presentation only
- **Equipment specifications**
- **Equipment environmental standards**
  - Operating/storage temperature
  - Operating/storage humidity
  - Power requirements
- **Storage best practices**
  - Storage & Transport
  - Case labels
  - Thermal paper storage
- **Charging and storing rechargeable device batteries**
- **Verity hardware keys**

## Module 2: Acceptance Testing (Timing: 10 minutes)

- **Teaching Method for this Module:** Presentation only
- **Acceptance Testing overview**
  - Frequency
  - Purpose
- **Acceptance Testing workflow**
  - Logs & checklists
  - Physical space
  - Personnel
  - Training
- **Acceptance testing for workstations**
- **Verifying software version**

## Module 3: Device Functionality Testing (Timing: 45 minutes)

- **Teaching Method for this Module:** Presentation and hands-on exercises
- **Functionality testing overview**
  - Purpose
  - Frequency
  - Test components
- **Functionality Test procedures**
  - Accessing on-board testing
  - Testing touch screens
  - Testing thermal report printers
  - Testing ballot printers/vote record printers
  - Testing barcode scanners
  - Testing the Verity Access
  - Testing ballot scanners
  - Testing rechargeable device batteries

**Exercise 3.1:** Break class into groups. Perform a functionality test on each equipment type present. Check device report and verify software version.

## Module 4: Device Maintenance & Settings (Timing: 45 minutes)

- **Teaching Method for this Module:** Presentation and hands-on exercises
- **Preventative Maintenance overview**
- **Preventative maintenance steps for Verity devices**
  - Cleaning touch screens
  - Calibrating touch screens
  - Cleaning ballot scanners
  - Calibrating ballot scanners
  - Calibrating Touch Writer Duo paper sensors
  - Replacing tablet CMOS batteries
- **Additional settings**
  - Setting device clocks
  - Setting Scan alert level
  - Changing report settings
- **RMA steps**

**Exercise 4.1:** Break class into groups. Clean and calibrate touch screens.

**Exercise 4.2:** Calibrate Verity Scan or Touch Writer Duo (as applicable).

**Exercise 4.3:** Set a device clock.

**Exercise 4.4:** Remove and test a rechargeable device battery. Replace the battery and tablet when done.

## Break (30 minutes-1 hour)

## Module 5: Election Preparation *(Timing: 45 minutes)*

- **Teaching Method for this Module:** Presentation and hands-on exercises
- **Election preparation tasks**
- **Preparing ballot printers**
  - Accessories
  - Configuration
  - Toner
  - UPS devices
- **Identifying equipment needs**
- **Installing batteries**
- **Installing vDrives**
- **Predefining procedures**

**Exercise 5.1:** Break class into groups. Install a vDrive and predefine the device(s) with a polling place.

**Exercise 5.2:** Print a zero report, then change the report settings and reprint.

## Module 6: Election Support *(Timing: 45 minutes)*

- **Teaching Method for this Module:** Presentation and hands-on exercises
- **Best practices**
- **Documentation**
- **Troubleshooting**
  - *The Verity Device Troubleshooting Field Guide*
  - A systematic approach
  - Troubleshooting topics
- **Election night procedures**
- **Post-election tasks**

**Exercise 6.1:** Discussion - Have groups of trainees look up one of the following scenarios in the Verity Device Troubleshooting Field Guide and explain their proposed resolution steps to the class:

- A Verity device has shut down in the middle of the day. The device was working previously.
- A device screen gives the warning "Battery power is running low".
- A Verity Touch with Access device was used for curbside voting. Sometime after the voting session, a poll worker noticed that the device screen displayed the message "Stranded Ballot".
- A voter attempted to scan their ballot on Verity Scan, and the Scan displays the message "Your ballot did not scan; The machine has a paper jam."
- A voter receives the message "Resolve printer error" when attempting to print a ballot using the Verity Touch Writer.
- One of the devices displays the message "No vDrive Found".

## Module 7: Device Administrator Functions *(15 minutes)*

- **Teaching Method for this Module:** Presentation only
- **Accessing the Administrator menu**
- **Creating Recovery vDrives**
- **Enabling Recount Mode**
- **Changing Scanning Rules**
- **Changing Print Settings**
- **Changing Device Mode**

## Conclusion: Support Procedures Review *(Timing: 15 minutes/variable)*

- **Review**
  - Specifications & storage
  - Acceptance testing
  - Device functionality testing
  - Device maintenance & settings
  - Election preparation
  - Election support
  - Device administrator functions
- **Q&A**

## Assessment

- **Performance Assessment: Verity Mock Election**
  - Consult Mock Election agenda
  - Conducted only after all training courses completed

## After Class Responsibilities

- **Restore vDrives and prepare equipment for the next class.**
- **File sign-in sheet in the envelope.**
- **File evaluations in the envelope.**
- **Pick up trash and tidy up room.**
- **Set out materials for the next class.**
- **Make certain equipment is secure.**



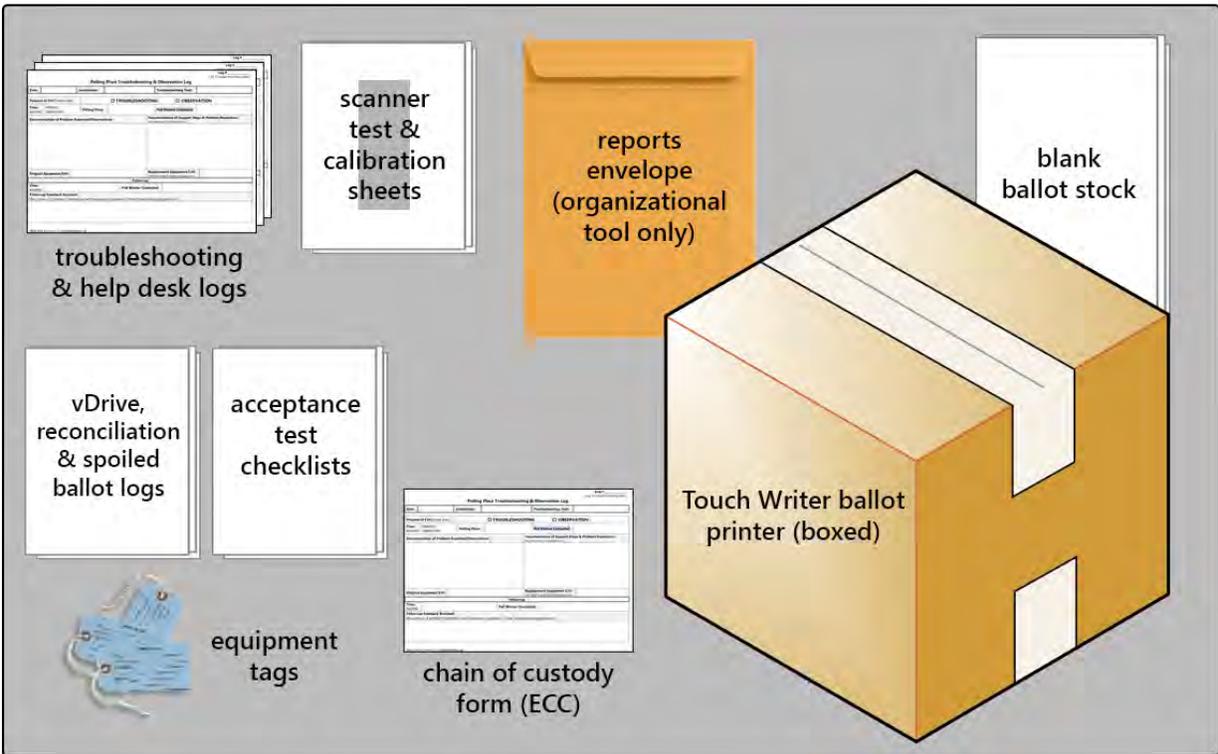
## Support Procedures Equipment List

Item	Quantity	Ratio	Notes
Verity Scan		1: Lab station and 1 for presentation	
Verity Touch Writer		1: Lab station and 1 for presentation	
Verity Controller		1: Lab station and 1 for presentation	
Verity Touch/Touch with Access		1: Lab station and 1 for presentation	
Verity Touch Writer Duo		1: Lab station and 1 for presentation	
Verity Print		1: Lab station and 1 for presentation	
vDrives		2:Voting Device plus spares	Set up with Training Election
Verity Key		1: Lab station and 1 for presentation	Set up for Training Election
Verity Print/Touch Writer Ballot Printer		1: Lab station and 1 for presentation	
Verity Scan Ballot Box		1: Lab station and 1 for presentation	
Verity Touch Writer/Touch/Duo Booths		1: Lab station and 1 for presentation	
Verity Battery packs		1:Voting Device	
Headphones/Jelly Switches		1: Lab station and 1 for presentation	
Power strip(s)/Surge protectors/UPS devices		1:Lab station, 1: presentation station, and 1: projector/laptop	
Extension Cords		1:lab station and 1 for presentation table	
Presentation Laptop	1		
Projector	1		

<b>Documentation</b>	<b>Item</b>	<b>Quantity</b>	<b>Ratio</b>	<b>Notes</b>
	Support Procedures Course Pack	1		
	Support Procedures Guide		1:1	
	Polling Place Field Guide		1:1	As appropriate for specific implementation
	Marked Ballots		~50-100	
	Blank Ballot Stock/Thermal Paper (Duo)		½ ream: Lab station	
	Voter Instruction flyers		Samples	
	Reconciliation Logs		2:Lab station	
	Spoiled Ballot Logs		2:Lab station	
	Ballot and Seal Certificates		2:Lab station	
	Troubleshooting Logs		1:1	
	Help Desk Call Log		1:1	
	Equipment Chain of Custody form		1:1	
	Out of Service Equipment tags		1-2:Lab station	
	Acceptance test logs		1:Lab station	Full sets as appropriate for implementation
	vDrive Tracking Log		1:Lab station	(samples)
	Daily Reports envelopes		1:Lab station	
	Sign-in Sheet		1:class	
	Training Evaluation forms		1:1	
	Nondisclosure agreements		1:1	if applicable

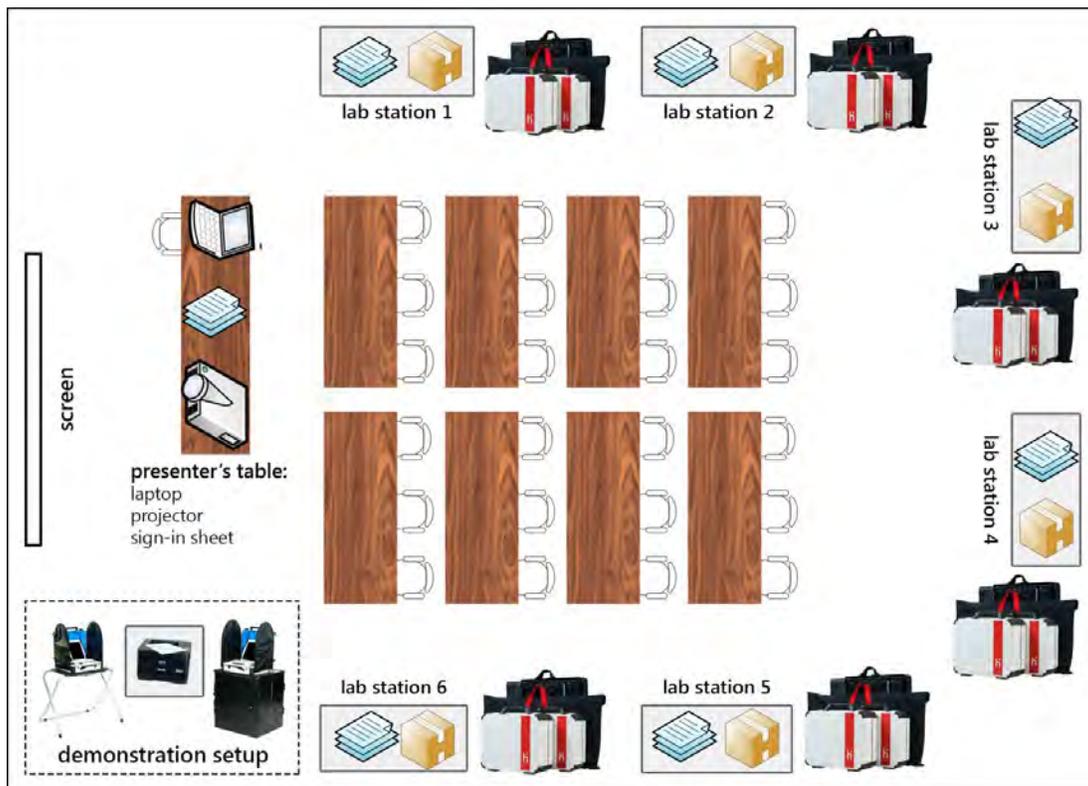
<b>Miscellaneous</b>	<b>Item</b>	<b>Quantity</b>	<b>Ratio</b>	<b>Notes</b>
	Isopropyl wipes	1 pack		
	Scanner test sheets		1: Lab station and 1 for presentation	
	Scanner calibration sheets (set)		1: Lab station and 1 for presentation	
	Device battery charger	1		As appropriate for implementation
	Pens		1:1	
	Clipboard(s)	1		
	Presentation Screen	1		
	Device Security Seals	1		Demonstration only
	vDrive Labels	1		
	Polling Place I.D. List	1		
	Device Passwords List	1		
	Thermal paper rolls		1:Device plus spares	
	Ballot Box/Voting Device Keys		1 full set: lab station and 1 for presentation	

## Document and Device Layout at Lab Stations



***NOTE: Lab station equipment shown above is for demonstration purposes only; actual equipment type and quantity will vary by implementation.***

## Suggested Classroom Layout



***NOTE: Lab station equipment shown above is for demonstration purposes only; actual equipment type and quantity will vary by implementation.***

### SUPPORT PROCEDURES COURSE

Trainers: 1

Jurisdiction Personnel: 1, if applicable

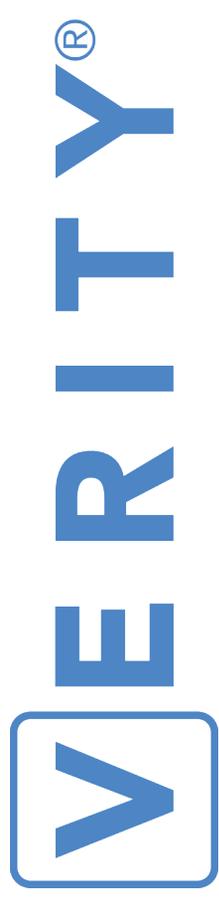
Trainees: Will vary, usually 20-25 max

Time allotted per session: 4-6 hours (will vary)

Hart Responsibilities for materials/equipment on site (if class taught by Hart representative):

- Projector (if not available on site)
- Laptop for presentation
- Training election USB drives, vDrives, Keys and ballots
- Sign-in Sheet
- Training Evaluation forms
- Nondisclosure agreements (if applicable)
- Support Procedures Course Pack

**COUNTY/SITE IS RESPONSIBLE FOR ALL OTHER MATERIALS/EQUIPMENT**



**support procedures**



## the support procedures course

This course introduces the Verity hardware components, and provides specifications and procedures for their proper use and storage. You will learn how to perform Acceptance testing and Functionality testing with the Verity devices, as well as recommended maintenance procedures for the longevity of Verity hardware components. You will also learn how to prepare equipment and supplies for an election, and become familiar with recommended field and help desk support procedures.

This course is designed to accompany the *Verity Support Procedures Guide*.

Prerequisites: Hands-on experience with Verity devices and the *Verity Polling Place Operations* training course are recommended.



# **Introduction**

# **Verity system components**

## Verity Scan

- Digital scanner for casting paper ballots.
- Can be configured for use with hand-marked/Touch Writer ballots or Touch Writer Duo printed vote records.
- Configurable 'second-chance' voting options.
- Deposits scanned ballots into its ballot box for secure storage.



## Verity Touch Writer

- Ballot marking device — voters mark digital ballots via a touch screen.
- Voter prints the marked ballot on attached printer.
- The voter then retrieves and casts their ballot on Verity Scan (or ballot box).





## Verity Controller and Verity Touch

- Verity Direct Record Electronic (DRE) Voting system.
- Poll workers issue access codes with Verity Controller, which voters use to access, mark and cast digital ballots via a touch screen on a Verity Touch.
- Verity Touch with Access includes the Verity Access.





## Verity Controller and Verity Touch Writer Duo

- Verity 'hybrid' Voting system.
- Poll workers issue access codes with Verity Controller, which voters use to access, mark and print paper vote records via a touch screen on a Verity Touch Writer Duo.
- Voter casts their PVR on Verity Scan.
- Verity Duo with Access includes the Verity Access.





## Verity Access

- Equipped on Touch Writer and Reader
- Designed to allow disabled voters to vote independently
- Includes connections for headphones and other assistive devices.





## Verity Print

- Provides on-demand printing of blank ballots
- Can be used at polling place or centrally.



## vDrives

- Used to transfer digital ballot styles from Verity software to voting devices, and transfer voted ballots to Verity software for tabulation.
- Each Verity Scan, Touch Writer, Controller, and Print has its own vDrive.



## Verity Key

- USB security device.
- Programmed for each election using Verity Build.
- Critical operations within the system require users to insert a Verity Key and enter a passcode (or login credentials).





## other hardware components

- Rechargeable device batteries and chargers
- Computer workstations
- Ballot scanners (for use with Verity Central software)
- Ballot and report printers
- USB media
- UPS devices
  - Continuity of service (workstations, Touch Writer/Print printers)
  - Disaster recovery (workstations)